

Central Bedfordshire
Council
Priory House
Monks Walk
Chicksands,
Shefford SG17 5TQ



please ask for Jonathon Partridge
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date 06 December 2012

NOTICE OF MEETING

SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Date & Time

Monday, 17 December 2012 10.00 a.m.

Venue at

Room 15, Priory House, Monks Walk, Shefford

Richard Carr
Chief Executive

To: The Chairman and Members of the SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE:

Cllrs Mrs R J Drinkwater (Chairman), N J Sheppard (Vice-Chairman),
D Bowater, P A Duckett, Mrs R B Gammons, Mrs S A Goodchild,
Mrs D B Gurney, P Hollick and M A Smith

[Named Substitutes:

P N Aldis, R D Berry, Cllr Mrs G Clarke, C C Gomm, R W Johnstone and
J Murray]

All other Members of the Council - on request

**MEMBERS OF THE PRESS AND PUBLIC ARE WELCOME TO ATTEND THIS
MEETING**

AGENDA

1. **Apologies for Absence**

Apologies for absence and notification of substitute members.

2. **Minutes**

To approve as a correct record the Minutes of the meeting of the Social Care, Health and Housing Overview and Scrutiny Committee held on 22 October 2012 and to note actions taken since that meeting.

3. **Members' Interests**

To receive from Members any declarations of interest and of any political whip in relation to any agenda item.

4. **Chairman's Announcements and Communications**

To receive any announcements from the Chairman and any matters of communication.

5. **Petitions**

To receive petitions from members of the public in accordance with the Public Participation Procedure as set out in Annex 2 of Part A4 of the Constitution.

6. **Questions, Statements or Deputations**

To receive any questions, statements or deputations from members of the public in accordance with the Public Participation Procedure as set out in Annex 1 of part A4 of the Constitution.

7. **Call-In**

To consider any decision of the Executive referred to this Committee for review in accordance with Procedure Rule 10.10 of Part D2.

8. **Requested Items**

To consider any items referred to the Committee at the request of a Member under Procedure Rule 3.1 of Part D2 of the Constitution.

Reports

Item	Subject	Page Nos.
9	<p>Executive Member update</p> <p>To receive for information a verbal update from the Executive Member for Social Care, Health and Housing.</p>	* verbal
10	<p>LINK Update</p> <p>To receive for information an update from Bedfordshire LINK on health matters affecting LINK activity.</p>	* 15 – 22
11	<p>Implications of the health reforms</p> <p>To receive a presentation relating to the implications of the health reforms for Central Bedfordshire and an update on progress.</p>	* presentation
12	<p>Evaluation of the short stay pathway</p> <p>To consider a 6-month review of performance in relation to the short stay medical unit at Poplars and the Step Up Step Down facility at Greenacres and proposals for the future.</p>	* to follow
13	<p>Local Lettings Policy - Outcome of rural exception sites consultation process</p> <p>To receive the outcomes of a 12-week consultation in order to comment on the draft policy prior to consideration by the Executive.</p>	* 23 - 38
14	<p>Prevention Strategy</p> <p>To receive a presentation on the Prevention Strategy, to include Ageing Well and the Arlesey Village Agent.</p>	* presentation
15	<p>Self-directed support</p> <p>To receive a presentation on performance and service outcomes in relation to self-directed support.</p>	* presentation
16	<p>Annual Adult Social Care customer feedback report</p> <p>To receive a report detailing the statistics for 2011/12 on the number of complaints received; complaint outcomes (upheld/not upheld); performance; issues complained about; and learning and improvements resulting from complaints for Adult Social Care.</p>	* 39 - 52

17	Village Care Schemes	*	to follow
	To receive feedback on village care schemes in Central Bedfordshire, their impact, outcomes and how they support future commissioning decisions.		
18	Quarter 2 performance monitoring report	*	53 - 62
	To receive the quarter 2 performance monitoring report for the Social Care, Health and Housing directorate.		
19	Quarter 2 capital budget monitoring report	*	63 - 68
	To receive the quarter 2 capital budget monitoring report for the Social Care, Health and Housing directorate.		
20	Quarter 2 revenue budget monitoring report	*	69 - 82
	To receive the quarter 2 revenue budget monitoring report for the Social Care, Health and Housing directorate.		
21	Quarter 2 revenue and capital budget monitoring report for the Housing Revenue Account (HRA)	*	83 - 90
	To receive the quarter 2 revenue and capital budget monitoring report for the Housing Revenue Account.		
22	Work Programme 2012/13 and Executive Forward Plan	*	91 - 118
	To consider the currently drafted Committee work programme for 2012/13 and the Executive Forward Plan.		

CENTRAL BEDFORDSHIRE COUNCIL

At a meeting of the **SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE** held in Council Chamber, Priory House, Monks Walk, Shefford on Monday, 22 October 2012.

PRESENT

Cllr Mrs R J Drinkwater (Chairman)
Cllr N J Sheppard (Vice-Chairman)

Cllrs	D Bowater	Cllrs	Mrs D B Gurney
	P A Duckett		P Hollick
	Mrs S A Goodchild		M A Smith

Apologies for Absence: Cllrs Mrs R B Gammons

Members in Attendance:	Cllrs	P N Aldis	
		R D Berry	
		C C Gomm	
		Mrs C Hegley	Executive Member for Social Care, Health & Housing
		Mrs J G Lawrence	
		D J Lawrence	
		Miss A Sparrow	
		Mrs P E Turner MBE	Executive Member for Economic Partnerships
		A M Turner	Deputy Executive Member for Social Care, Health & Housing

Officers in Attendance:	Mrs J Ogley	–	Director of Social Care, Health and Housing
	Mr J Partridge	–	Scrutiny Policy Adviser
	Mr B Queen	–	Interim Head of Operations - Housing Service
	Mr S Rees	–	Assistant Director Adult Social Care
	Elizabeth Saunders	–	Assistant Director Commissioning
	Ms E White	–	Safeguarding Vulnerable Adults Manager

Others in Attendance	Ms R Featherstone	Older Persons Reference Group
	Dr D Gray	Assigned Director of Strategy and System Redesign, Bedfordshire Clinical Commissioning Group
	Mr D Levitt	Head of Public Engagement and Communications, NHS Bedfordshire
	Mrs C Shohet	Assistant Director for Public Health, NHS Bedfordshire

Mr B Smith
Mr R Winter

Chairman, Bedfordshire LiNK
Executive Director Integrated Services
Bedfordshire & Luton (Community Service)

SCHH/12/49 **Minutes**

RESOLVED

That the minutes of the meeting of the Social Care, Health and Housing Overview and Scrutiny Committee held on 10 September 2012 be confirmed and signed by the Chairman as a correct record.

SCHH/12/50 **Members' Interests**

The following Councillors declared interests in the business to be transacted:-

- Cllr Mrs S Goodchild as a member of her family was a service user;
- Cllr Bowater (Item 5) as he was a governor for SEPT; and
- Cllr Smith (Item 15) as he worked for a charity referred to in the report.

SCHH/12/51 **Chairman's Announcements and Communications**

The Chairman informed the Committee that an urgent presentation on shaping the social care market in Central Bedfordshire had been added to the agenda by virtue of Section 100B 4(b) of the Local Government Act (1972). This presentation was to provide the Committee with an opportunity to inform proposals prior to their consideration by the Executive.

In addition the Scrutiny Policy Adviser commented that the Tenancy Strategy had been removed from the agenda with the approval of the Chairman. A Member Task Force had been previously established by the Committee, which would consider the most appropriate means for consideration of this report. It would ultimately be considered by the Social Care, Health and Housing OSC.

Meeting adjourned at 10.05am and reconvened at 10.15am

SCHH/12/52 **Petitions**

The Committee was informed that a petition had been submitted to the Council in accordance with the Public Participation Procedure as set out in Annex 2 of Part A4 of the Constitution. This petition was referred from Council on 13 September 2012 and protested against any threat of closure of the Biggleswade Hospital.

The petition was introduced by Ms Brunt who drew attention to the concern felt by local residents. In particular Ms Brunt commented on the benefit of such a hospital in light of the increasing ageing population. The hospital also prevented problems that could be caused by discharging some patients directly to their home when they were not ready. Ms Brunt raised the concern that providing care in the community could often lead to patients feeling neglected. The present situation at Biggleswade Hospital was considered to be unsatisfactory and if there were beds available they should be used.

In response R Winter, the Executive Director for Integrated Services Bedfordshire & Luton (SEPT), provided a presentation (**attached**), which outlined the background and services that were presently commissioned at Biggleswade Hospital. The presentation also outlined why only 6 beds were currently occupied and why there were no male beds currently open.

The Chairman also permitted three other members of the public in attendance an opportunity to speak. These speakers raised issues that included the positive experience of patients at Biggleswade Hospital over many years. It was also queried whether patients were being given the choice of going to Biggleswade Hospital as there had been a significant change in the number of admissions from the previous year.

Ms Brunt had also registered to speak in accordance with the Public Participation Procedure as set out in Annex 1 of Part A4 of the Constitution and with her approval was invited to speak again under this item. Ms Brunt stated that there was evidence from a GP that Biggleswade Hospital was purposefully being run down and that patients had only started to be referred to the Hospital once GPs had met with SEPT. There were also issues relating to interventions.

In response R Winter stated that SEPT would provide care that was most appropriate for the patient and this would be supported by patient choice. If it was appropriate for the care to be provided in a patients home then this would be supported as it is much better for patients to have rehabilitation in their own homes. R Winter explained that for periods of 2011 the Archer Unit had been closed with no impact to acute or social care and all patients were treated and cared for appropriately. Specific services were commissioned from SEPT by the Clinical Commissioning Group (CCG) and SEPT would continue to deliver what was requested of them. It was said that John Rooke had indicated he was not aware of "other intervention". R Winter suggested there had been a mis-communication as the CCG had been aware of the new services provision. It was also stated that the current Community Bed Review would provide a clear direction regarding the bed requirement and the future of the Hospital.

D Gray, the Director of Strategy & System Redesign, Bedfordshire CCG, also responded that there were no plans at present to change the number of beds that were commissioned at Biggleswade Hospital. A Community Bed Review was currently underway that would provide proposals for the number and location of beds across the whole of Bedfordshire. These proposals would be the subject of public consultation. The Healthier Together review of acute services across the South East Midlands could also impact on the delivery of services at Biggleswade Hospital. In summary D Gray stated that:-

1. the Hospital was currently open and would be expected to remain open;
2. the CCG was currently reviewing provision across the whole of Bedfordshire but ultimately more would be commissioned, not less. This review was being undertaken in partnership with Central Bedfordshire and Bedford Borough Councils.; and
3. the CCG would welcome feedback on the proposals of the Community Bed Review as they became available as part of a 12 week consultation.

The Executive Member commented that the communication relating to Biggleswade Hospital had been poor, which had resulted in a large amount of distress for the community. In the future health providers should discuss proposals with the Council to ensure that suitable communication could be undertaken with local communities. In response R Winter commented that experience in relation to Biggleswade Hospital showed the importance of health and social care working together and this would be managed more effectively in the future.

In addition to these issues the Committee Members and other Members in attendance discussed the following issues:-

- The cost of patients being admitted to Biggleswade Hospital compared to other hospitals locally and whether Biggleswade Hospital would provide better value for money if it was full. In response officers commented that they could not provide a comparison of costs but commented that the most appropriate place to care for patients was in their own home where possible. It was also noted that a hospital with 6 patients was not the best use of public money.
- The benefits of facilities such as the step-up step-down facility and whether such a facility could be provided in Biggleswade. In response officers commented that an evaluation of the Houghton Regis facility was currently underway and following the completion of the Community Bed Review consideration would be given to whether this facility could work elsewhere.
- The ownership of Biggleswade Hospital and the importance of understanding who owned the property if it was decided to close the facility. Officers responded that this was timely due to national changes in the way that assets were managed.
- Concerns regarding the closure of facilities such as Biggleswade Hospital in light of the ageing population and the increasing demand for services locally in relation to stroke care. It was commented that there was also increasing demand locally as a result of further housing development, which would impact on the need for health care.
- The shortage of district nurses and whether it was appropriate for them to be carrying out additional medical interventions.
- The importance of being clear with regard to what is meant by bed-blocking and respite care.

In summary the Chairman commented that SEPT and the CCG needed to learn from this experience in relation to Biggleswade Hospital. In the future communication should be more effective to ensure that residents were aware of the current situation.

RECOMMENDED

That the outcomes of the Community Bed Review be submitted to the Social Care, Health and Housing OSC as soon as they become available.

NOTE: Councillor Duckett left the room during consideration of this item and was not present when the Committee made this recommendation.

The meeting was adjourned at 11.42am and reconvened at 11.55am

SCHH/12/53 Questions, Statements or Deputations

The Committee was informed that one member of the public had registered to speak in accordance with the Public Participation Procedure as set out in Annex 1 of Part A4 of the Constitution. With the agreement of that member of the public the speaker had been permitted to speak under Item 5 (Minute SCHH/12/52 refers).

SCHH/12/54 Call-In

The Panel was advised that no decisions of the Executive had been referred to the Panel under the Call-in Procedures set out in Appendix "A" to Rule No. S18 of the Overview and Scrutiny Procedure Rules.

SCHH/12/55 Requested Items

No items were referred to the Committee for consideration at the request of a Member under Procedure Rule 3.1 of Part D2 of the Constitution.

SCHH/12/56 Executive Member update

Cllr Mrs C Hegley, the Executive Member for Social Care, Health and Housing updated the Committee on several issues that were not included on the agenda, these included:-

- Recent activity in relation to the NHS Campus Closure, which was now known as "my place."
- The popularity of the recent Older People's Festival.
- The recent quarterly meeting with local Members of Parliament.
- Thanks to those Members who had attended a recent Member Seminar on Adult Social Care.
- Budget setting in the Social Care, Health and Housing directorate continued to be a priority.
- Recent meetings with social workers.
- Recent attendance at the MIND Annual General Meeting.
- A recent meeting with Norman Lamb MP.

SCHH/12/57 LINK Update

The Committee received a report from B Smith, Chairman of the Bedfordshire LINK, that provided an update on the key work and issues the LINK was presently engaged with. In addition B Smith informed the Committee that 6 enter and view visits had now been completed. The feedback of these visits would be considered by the Task Force that had requested them. In response to a question from a Member it was noted that the LINK would consider observing meals at The Paddocks, near Dunstable in the future.

NOTED the update

SCHH/12/58 Health and Wellbeing Strategy for Central Bedfordshire

The Committee received a report from C Shoet, Assistant Director of Public Health, that set out the draft Health and Wellbeing Strategy (HWBS) for Central Bedfordshire. C Shoet outlined the nine priorities contained in the HWBS and emphasised the importance of improved outcomes for those who are vulnerable, early intervention and prevention and improving mental health. In addition C Shoet outlined some of the feedback that had been received to the consultation, which included:-

1. Respondents had been very supportive of the priorities.
2. That whilst people understood why teenage pregnancy should be reduced it was important to recognise that some teenagers had good parenting skills.
3. Respondents supported “promoting independence” but not if it resulted in an increase in social isolation.
4. The importance of recognising the role of carers.

In response to the issues highlighted in the report the Committee discussed the following issues, which were to be provided as a response to the consultation on behalf of the Committee:-

- In addition to the HWBS identifying what we will do in the future it should also identify what we already do.
- The Committee queried whether there was an effective mechanism for reporting on progress and delivery in light of many of the indicators being delivered in partnership and the difficulty this created for determining outcomes.
- The HWBS needs to emphasise the role of parents in taking responsibility for and supporting the three cross-cutting priorities.
- The Committee felt that data needed to be shared between GPs and schools in relation to the height and weight of pupils so as to support the reduction of childhood obesity. The Committee was made aware of issues in relation to data protection but supported the Health and Wellbeing Board in encouraging as much access to information as possible.
- The Committee supported the provision of care in peoples homes and enabling carers and support workers to spend longer with patients in their home. However, there would be an additional cost relating to this approach and the Committee was not clear how this would be funded.
- The HWBS needed to stress the importance of identifying future need so that appropriate services could be provided in the future.
- The Committee supported the commissioning of additional Village Care Schemes and that the feedback from these schemes be used in determining commissioning intentions in the future.
- The HWBS needed to recognise good practice in relation to domiciliary care and how this good practice could be used elsewhere by a range of partners.
- Terminology contained in the HWBS relating to the commissioning of Village Care Scheme should be amended to make it clear they were commissioned via the Bedfordshire Rural Communities Charity.
- The Committee supported the use of ‘time-banks’ as a means of empowering communities.

- The HWBS needed to take into account the importance of managing the transition between childhood and adulthood. The strategy also needed to provide a definition of the ages related to both adulthood and childhood.
- The HWBS needed to support adaptations and homes for life.
- The HWBS should encourage social care staff to signpost people who use services to other services and sources of information that they may find useful.
- The importance of the HWBS supporting and developing an understanding of mental health issues and the problem of loneliness.
- The importance of the HWBS supporting and improving patient experience in relation to hospital discharge.
- The HWBS would benefit from a glossary.
- In connection with the HWBS the Council should consider how its Tenancy Strategy could address the immediate right to a home for teenage parents as a means of supporting reductions in teenage pregnancy.

RECOMMENDED

- 1. That an item be received at a future meeting of the Committee providing feedback on village care schemes.**
- 2. That following the approval of the Chairman the comments of the Committee as detailed in the body of the Minutes be provided as a response to the consultation on the Health and Wellbeing Strategy.**

SCHH/12/59 Continuing Healthcare

The Committee received a report from D Gray, the Director of Strategy and System Redesign (BCCG), that outlined progress and performance in relation to Continuing Health Care (CHC).

In response to the issues highlighted in the report the Committee discussed the following issues:-

- The significant work that was ongoing to provide joint packages of care involving contributions of both the Health and Local Authority.
- The need for further discussion with Members regarding the circumstances in which Continuing Health Care might be provided.
- Whether BCCG would be open to discussing the possible provision of a community hospital in Leighton Linlade. In response D Gray stated that proposals would be provided for community facilities through the Community Bed Review and the CCG would be happy to discuss options with any local groups.
- The criteria by which someone would be provided with a fast-track assessment for continuing health care.
- The need to be aware of the importance of end of life care supporting both pain relief and bowel care.
- Performance relating to CHC was moving in the right direction but there was still a long way to go.
- The positive nature of the progress detailed in the report in relation to the principal reasons for lower access to CHC identified by a review in 2011.

- The need to address terminology stating that CHC “might” deliver certain outcomes. The report should stress that CHC “would” deliver these outcomes.
- The need to provide an explanation of the outcomes of appeals made by individuals who had made CHC applications.
- Clarification that those persons who received support from autism services were classified in the health category “learning disability”.
- Terminology in the report appeared to refer to patients as a commodity and this needed to be amended.

In summary the Chairman commented that whilst performance had improved the Committee still had some concerns relating to CHC performance. Officers were requested to be mindful of the concerns of the Committee.

NOTED the report

SCHH/12/60 **Value for Money Strategy for Landlord Services**

The Committee received a presentation from the B Queen, Interim Head of Operations, relating to value for money (VFM) in the Council’s Housing Landlord Services. In addition to setting out what was meant by VFM and what it meant for the Council’s housing landlord services the presentation also set out a Housemark efficiency statement for 2011 and actions that had been undertaken to test VFM.

In response to the presentation Members discussed the following issues:-

- Improvements in performance that would be visible in relation to payment of arrears, which would be demonstrated by assessments completed in November 2012.
- Clarification relating to the lessons that had been learnt and whether these had been reflected in changes to the way that the Council operated. B Queen commented on the Council’s procurement exercise of kitchen and bathroom refurbishment for 2013, which had been adapted to take account of learning from previous exercises.
- The appointment of a housing benefit liaison officer to address some of the problems that lead to residents being in rent arrears due to issues with housing benefit.
- The priority that was being placed on reducing the number of voids.
- Requirements that had been included in some contracts to appoint staff and contractors from within Central Bedfordshire.
- The manner in which the Council collected housing rent and whether the system “All pay” was still used by the Council.

NOTED the presentation

SCHH/12/61 **Annual report of Bedford and Central Bedfordshire Adult Safeguarding Board**

The Committee received the Annual report of the Bedford Borough and Central Bedfordshire Adult Safeguarding Board. E White, the Safeguarding Vulnerable Adults Manager, emphasised there had been a significant increase during

2011-12 in national guidance and incidents that had raised public awareness of issues relating to safeguarding. The annual report set out priorities, the work of the Board and the number of alerts/referrals for 2011-12, which had increased as a result of greater awareness. The experience obtained over the previous year had informed action plans for activity in 2012-13.

In response to the report Members queried the broad types of abuse that were reported to the Board and the whether there was a pattern. Members also queried why there had been problems in relation to the organisation of provider forums. In response officers drew attention to figures contained in the report and commented that none of the provider forums in Central Bedfordshire had been cancelled in 2011-12. The problems referred to in the report may be specific to Bedford Borough.

NOTED the report.

SCHH/12/62 Shaping the Social Care Market in Central Bedfordshire

The Chairman had previously agreed to add an urgent presentation to the agenda on shaping the social care market in Central Bedfordshire by virtue of Section 100B 4(b) of the Local Government Act (1972). The urgency of this presentation related to the need to provide a view on the plans prior to consideration by the Executive. E Saunders, the Assistant Director for Commissioning, provided a presentation that outlined the following:-

- new approaches to strategic commissioning,
- standards and quality of dementia care;
- commissioning for outcomes in domiciliary care;
- the process for undertaking market analysis locally;
- the benefits of framework agreements; and
- what the Council would do over the next few years.

NOTED the presentation.

SCHH/12/63 Work Programme 2012/13 and Executive Forward Plan

RESOLVED that the Social Care, Health and Housing OSC work programme be approved subject to the addition of the following items as discussed during the meeting:-

- **Community Bed Review**
- **Feedback on Village Care Schemes**
- **The Central Bedfordshire Tenancy Strategy; and**

(Note: The meeting commenced at 10.00 a.m. and concluded at 1.00 p.m.)

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Meeting: Social Care, Health and Housing Overview and Scrutiny Committee

Date: 17 December 2012

Subject: LINK Report

Report of: Bob Smith, Chairman of Bedfordshire LINK

Summary: The report is to advise members of the completion of the LINK enter and view project to six care/nursing homes in Central Bedfordshire. It gives an overview of the key findings and comments from the residents and staff about their experiences. The reports have been shared with Central Bedfordshire Council's Compliance Team and the Care Quality Commission. A comment from the CQC is included in this report.

The full visit reports can be accessed on the LINK website at www.bedfordshirelink.co.uk

Contact Officer: Charlotte Bonser (Bedfordshire LINK Operations Manager)

Public/Exempt: Public

Wards Affected: All

CORPORATE IMPLICATIONS

Council Priorities:

1. Promote health and wellbeing and protecting the vulnerable.
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Financial:

2. Not applicable.

Legal:

3. Not applicable.

Risk Management:

4. Not applicable.

Staffing (including Trades Unions):
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5. Not Applicable.

Equalities/Human Rights:

6. Not applicable.

Public Health

7. Not applicable.

Community Safety:

8. Not applicable.

Sustainability:

9. Not applicable.

Procurement:

10. Not applicable.

RECOMMENDATION:

The Committee is asked to consider and comment on the report as appropriate.

Background

11. The LINK report focuses on feedback from the recent four visits to care/nursing homes in Central Bedfordshire, namely Greenacres, Meppershall, Swiss Cottage and Ridgway Lodge. This now completes the LINK's enter and view project to 6 care/nursing homes in Central Bedfordshire. Healthwatch Central Bedfordshire will be responsible for future Enter and View visits
12. A review of the Enter and View project took place on 20 November with all LINK members who visited the Homes to discuss the experience and to feedback on what needs to be revised or improved to ensure a robust Enter and View process.

Findings from Enter and View Visits

Greenacre Care Home, Dunstable

13. Residents comments:
- Staff are very kind and helpful and look after us. –from the step up/ down unit.
 - Meals are a bit boring as they are repeated after only a few days.
 - We are not allowed drink in here. I would really like a pint of beer. He specified his two favourites. (The deputy manager later said that many drinks were always available from the kitchen)
 - It is very nice but I am looking forward to going home soon.
 - Well I suppose you could make a cup of tea but they do not like you doing it.
 - I only get a newspaper when my son comes in.
 - I do not read much because of my glasses.(this person then said that the optician had seen him and they were still wrong)
 - Yes, there are lots of books over there on the shelf. She had not read them apparently.
 - You leave your laundry and tell the carer and they are done for you by the next day. Very good.
 - One lady said she was now relaxed, rested and more prepared for her daughter to leave her. Prior to this she had been nervous about this. Daughter praised all the staff.
 - Gentleman said that he had lots to do and was happy.
 - One relative, on behalf of other residents, said that the beef was often too tough to eat and so was wasted. She suggested cooking it the day before she said but this was not possible due to the regulations on food hygiene and re-heating food.

- This was later discussed with the deputy manager and she said that she was aware of this and that the cook was looking into other ways of cooking or purchasing this.

LINK recommended:

We would like to see more space for general activities which seems to have been 'lost' when the step up/ step down unit took over the large day centre area.

Outside contacts for the more able would be appreciated by the many who seemed quite able to enjoy these.

Could volunteers be recruited, perhaps from the locality, U3A members locally, or other groups? Perhaps to visit on a regular (not necessarily frequently) to arrange music afternoons, games, competitions or one of very many activities either individually or in a small group.

Have residents been encouraged, with their families, to create 'Life Books' to recreate the main events, perhaps with photographs, of their lives? This would have the added benefit of aiding new staff to make meaningful conversation. It is extremely helpful in understanding any problems that may arise later, particularly those with a dementia.

Deputy manager said that she would like to repaint the doors and toilet seats in the dementia unit as they were red at present and she felt that the residents associated that with danger.

She would like to repaint a softer colour, perhaps a warm yellow as this is more relaxing but still strong so that residents recognise their own unit. We feel this would be an advantage.

She would also like to find the funds to replace some of the carpets.

It was noted that only one room had en-suite facilities and although we are aware that this would be difficult to add at a later date without a great deal of cost and loss of beds, it would be an advantage for the future as the bedrooms are not very large at present.

14. Meppershall Care Home, Shefford Road, Meppershall.

Discussions were held with two respite residents, both local. One responded to questions that they did not like the Home but for the only reason that it was not their home – very pleased with meals and service staff. The other respite resident seen had her carer and a neighbour visiting at the time and seemed to be very pleased with all facilities.

There were a group being 'entertained' by a helper in discussing recent events such as the photos of the Duchess of Cambridge.

A couple of the male residents were spoken with, they were both happy with their experiences in the home, although one was fretful because his feet were elevated. It was explained that this was part of his treatment and had to be borne until the nurse on duty lowered his chair. Despite this a very cheerful pair, even though one appeared to be a stroke victim both were surprisingly "with it".

LINK recommended:

- Attention to electrical wiring on floor areas – possible falls hazard.
- Greater security to key area in Manager's office.

- It is hoped that with the recent change in Manager that the two Deputies continue to provide excellent service.
- It was noted that at some locations the self-adhesive signs on doors that denoted their function had become partially detached doubtless due to exploring fingers. This could be termed a possible infection hazard, and if the sign were completely missing the function of a room could easily be mistaken, leading at the least to some embarrassment and possibly in the event of an emergency to more serious consequences.

15. Swiss Cottage Care Home, Leighton Buzzard

Residents Comments: Generally positive and happy to be in this home, and spoke openly about the care they receive.

We talked to several residents and received the following comments.

- One resident told us we have residents meetings. I don't bother attending them anymore, as nothing comes out of them.
- I made a complaint about the night staff, and this was dealt with to my satisfaction.
- I have been here 2 years and have never heard a carer be unpleasant, I am confident in the care staff. I miss our old Manager.
- This new company have sent in 2 trouble shooters to lift the place up, but they have gone about it the wrong way, staff morale is poor.
- I don't always receive personal care until later in the day but I don't mind, as staff are so kind. I'm just sorry so many have left.
- One lady said very clearly that she would love to tell me all the things that were wrong and indeed was encouraged by a member of staff to tell me, but she said if she did her life would be in danger. Despite many approaches, she would not elaborate.
- This lady was in the Dementia unit so it was difficult to judge how real her concerns were.

Staff comments have been included for this home, as they echoed some of the concerns expressed by the residents:

We spoke to very many of the staff, who were quite anxious to express how they felt.

- They were clearly disturbed by all the changes and generally did not feel supported or valued by senior staff.
- They felt when staff members ring in sick there were not sufficient staff to bring in cover, which they felt left them under staffed.
- They worried that this would have a detrimental effect on residents care.
- It was suggested by some staff, high levels of sickness may be due to stress.
- Although not ideal, they would like to see some use of agency until a pool of bank staff is recruited.
- They also felt enhancements for weekend work would help with staffing on these days.

- They reported having staff meetings but felt nothing was then carried out following these.

LINK recommends:

The host (support organisation) may need to seek clarification in respect of comments and concerns raised by residents during our visit.

Structured supervision, continued training, clearer consultation, to lift low morale.

Following completion of refurbishment and Inspection by Care Quality Commission another visit from Bedfordshire LINK or Healthwatch within the next 12 months.

16. Ridgeway Lodge Care Home, Dunstable

Residents Comments:

The majority of the residents on the 1st floor have varying forms of dementia. We talked to some 10 residents on both floors during our visit and received the following comments.

- The lunch is good
- It is a set menu we do not have a choice
- The food is good and the (portions) are big enough, I have made friends here and like eating with them
- I like it here, I have made friends...I have spoken to the staff and they were helpful (Concerns relating to what might happen if the resident's money ran out).
- I don't like being old...I am well looked after here.
- No relatives requested to see us, however, a group of adult sons and daughters visiting their parent made the following comment.:
- The home is good, we have no complaints.

During the course of our visit we noted that all the areas that were in use were clean and with one exception there were no undue odours. Once the manager was informed of this, it is noted that the matter was dealt with promptly. The food produced for lunch looked appetising. Systems are in place for the administration of medication and security. Disabled access is available to the majority of the buildings. Information is on display or available on request. There are a range of services and activities available for the residents. We observed how the staff respected and treated the residents, speaking softly and using prompts without rushing the residents. The residents and staff that we spoke to made positive comments about the Ridgeway Lodge Home as a service provider and employer.

We recommend:

- That the manager address one resident's choice on his personal plan for a male care assistant to provide personal care
- That another visit take place by Bedfordshire LINK or Healthwatch in one year's time.

General Feedback from the visits to Care/Nursing Homes

17. Generally members felt the whole process had been a lengthy one, which started in November 2011 and has taken a year to complete. This period has however included the development of clear guidelines to conduct the visits and training for members.
18. Members felt the project had been useful and helped them to understand the current standards of care in these homes. One member said that it had been a humbling experience to see some residents in varying stages of dementia. There was concern in some cases of the isolation faced by residents who were mentally and physically able to be involved in social activities, but either there was little available or their perception was that they wouldn't be allowed to do something, e.g. have a beer. On the whole residents observed seemed content with their care. It was acknowledged the LINK project group had done a lot of the ground work so in future, the organisation and progression of visits should be straight forward.
19. Staffing levels seemed to be an issue in all the homes visited, and the experience and aptitude of the home manager appears to contribute to how happy residents seemed on the day and in creating a good living environment.
20. There was general discussion regarding the social isolation aspect of residents. Members wondered if the voluntary sector could be encouraged to offer activities to care home residents who were still physically and mentally active to participate. Members gave examples of community initiatives being organised including by the University of the 3rd Age. It was acknowledged there may be challenges in attempting to do something like this, but if the voluntary sector were able to make some sort of provision available through accessing grants, it could be subsidised by the use of personal budgets?
21. The issue of staff training was discussed. Members felt that it would be useful to understand the compulsory training required by care home staff and if they participated in other short courses. Members felt that the training should include the area of the care relationships with clients. It was indicated that in the area of falls training, members had attended events and found that many care home workers are not in attendance, but it was acknowledged that these staff have other pressures and commitments.

Meeting with the Care Quality Commission

22. The LINK Chairman and LINK support Manager met with the CQC Compliance Manager, Maggie Hannelly and Barbara Mulligan, the CQC Inspector for Central Bedfordshire on 29 November 2012 to receive an update on the remit of CQC and to discuss the LINK enter and view work carried out.
23. It was noted that CQC intends to inspect all adult social care, independent health care and NHS trusts at least once between April 2012 and end of March 2013. Locally they are on track to do this and will also inspect 35% of dentists across Bedfordshire. It was indicated that the CQC had received additional funding from Central Government which has enabled them to recruit more inspectors and by January 2013, they will have a full complement of staffing within their compliance teams.
24. In terms of the LINK work, the following comments were received in writing from Maggie Hannelly :

“Barbara and myself were impressed to note the work that has been carried out by the LINK and could see that things were coming together in a way which is able to support the work of other authorities such as CQC, we really valued your time and thank your members for sharing the recent enter and view reports.”

Background papers and their location (open to public inspection):

None

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Meeting: Social Care, Health and Housing Overview and Scrutiny Committee
Date: 17 December 2012
Subject: Local Lettings Policy – Outcome of Rural Exception Sites Consultation Process
Report of: Cllr Mrs Carole Hegley, Executive Member for Social Care, Health and Housing
Summary: The report provides Members with details of the outcomes from the consultation for a Local Lettings Policy for Rural Exception Sites. The report proposes that the adoption of the Local Lettings Policy for Rural Exception Sites be recommended to the Executive

Advising Officer: Julie Ogley, Director of Social Care, Health and Housing
Contact Officer: Hamid Khan, Head of Housing Needs
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

1. This Policy will directly contribute to the Managing Growth Effectively priority. Increasing housing supply and meeting local housing need in Rural Exceptions sites will also indirectly contribute to other priorities

Financial:

2. There are no direct financial implications as a result of this report

Legal:

3. The Policy complies with the Housing Act 1996, Part VI and the relevant Statutory Instruments. The Policy also reflects the changes in the Localism Act 2011 and Legal Counsels' opinion has been integrated into the formulation of this Policy

Risk Management:

4. There are no direct risk management issues as a result of this report.

Staffing (including Trades Unions):

5. There are no direct staffing issues as a result of this report.

Equalities/Human Rights:

6. Public authorities have a statutory duty to promote equality of opportunity, eliminate unlawful discrimination harassment and victimisation and foster good relations in respect of nine protected characteristics; age disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Research has identified that vulnerability is particularly linked to groups including older people, disabled people, people with low levels of literacy, people from poorer socio economic groups, people experiencing domestic violence, some people from ethnic minority communities including migrant workers and Gypsies and Travellers, and people from lesbian, gay, bisexual and Transgender communities.
7. A full Equality Assessment has been carried out and has identified some areas of concern and how these concerns can be mitigated.
8. The demography of rural villages tends to be made up of a high proportion of white, middle class older people. The LLP should increase the diversity of villages with the increase in young people and young families living in the area and people of lower incomes. However as properties will most likely be allocated to people with family links, non-white British people will have less opportunity to live in affordable housing in a village, which could be deemed indirect discrimination.
9. The LLP should increase the diversity of villages with the increase in young people and young families living in the area and people of lower incomes. The Policy will ensure that affordable housing on certain sites in rural areas is allocated to people with a local housing need. This will have a positive impact on people who are currently being squeezed out of their home village, prohibited from living closer to local family and support networks and missing out on job opportunities. There will also be a positive benefit to the local community as the village will become more sustainable as an increase in young families and working age adults will help maintain or encourage an increase in the local facilities.
10. The Policy will pursue a legitimate aim. The aim of the LLP is to increase the stock of affordable housing in rural communities and promote rural sustainability by allowing small scale development on green belt land. There is statistical and anecdotal evidence that there are insufficient affordable homes in rural areas of Central Bedfordshire causing overcrowding and dispersal of families. This has an adverse impact on generations of families in terms of providing ongoing care and support to one another. By increasing the stock of local affordable homes, the LLP has the potential to address this problem and could have a positive impact on mothers, carers, disabled people and older people.

Public Health

11. Good quality housing contributes to a healthier community and also contributes to tackling health inequalities.

Community Safety:

12. There are no direct community safety issues as a result of this report.

Sustainability:

13. There are no direct sustainability issues as a result of this report.

Procurement:

14. There are no direct procurement issues as a result of this report

RECOMMENDATION(S):

The Committee is asked to:-

1. **Note the contents of the report**
2. **Support a recommendation to the Executive that the Local Lettings Policy for Rural Exceptions Sites be adopted for Central Bedfordshire**

BACKGROUND INFORMATION

15. Central Bedfordshire Council is proposing a new Local Lettings Policy for allocation (or letting) to new homes on rural exception sites in Central Bedfordshire (a copy of the proposed Policy is attached as **APPENDIX A**). Rural exception sites are areas of land that would not otherwise be available for housing development but are exempt from normal Planning Policy on the basis that they provide small scale affordable housing developments in perpetuity. The draft LLP Policy sets out the qualifying criteria which people applying for social housing in rural exception sites would need to meet and the order of priority for allocating homes on these sites. This policy will be treated as an appendix to the Allocations Policy for Central Bedfordshire and is closely linked with S106 planning obligations.
16. If adopted, the new Policy will only apply to new sites that are developed; and will not apply retrospectively to homes that have been built on rural exception sites in recent years. Allocations to all existing sites will be made on the basis of the original section 106 agreements that were signed, when the sites were developed. The draft Policy has been scrutinised by legal Counsel and undergone a comprehensive Equalities Assessment
17. The Policy also allows the Council to further explore the principles of Localism and meeting the housing needs of residents in rural areas. The Policy will also compliment the Housing Offer for Central Bedfordshire as set out in the Housing Green Paper and Tenancy Strategy.
18. The Council has undertaken a broad consultation with all relevant customers and stakeholders to gauge their views on the new proposed Policy. The consultation ran from 13 February 2012 to 9 May 2012. Over 3,000 consultation questionnaires were sent out. All customer access points were sent posters and each Parish Council received a personalised ballot box to capture views directly from parish residents. 176 respondents replied to the Consultation.
19. The consultation asked all residents for their views on the Policy, but specifically the eligibility criteria for households that would qualify for housing in rural exception schemes. The consultation also asked residents about the six priority categories for housing allocation in such schemes.
20. A workshop to discuss the proposed Policy was also convened on 2 April 2012.

CONSULTATION RESPONSES

21. Central Bedfordshire residents (owner-occupiers) accounted for 39% of responses, 16% were from private tenants and 14% from Town and Parish Councillors. 22% of responses were from residents in some form of social housing. **APPENDIX B** outlines the highlight results of the consultation responses and should be read in conjunction with this report.
22. Overall 86% of responses either agreed strongly or agreed with CBC having a LLP for Rural Exception Sites.
23. The LLP has outlined priorities for housing in Rural Exception Site homes and indeed who should qualify for available homes on such sites. 93% of responses agreed strongly or agreed that persons applying for homes in Rural Exception Sites must have been in need of affordable housing. 79% strongly agreed or agreed that applicants should have a local connection to the specific Parish where homes are available.
24. There were strong positive responses of 78%, 74% and 68% for qualification priorities 1-3 respectively. These outline qualification on the basis of residence, close family connection and employment.
25. The responses for allocation criteria priorities 4-6 were less favourable with 58%, 60% and 55% strongly agreeing or agreeing with these proposals. These criteria relate to qualifying households who do not meet the initial criteria as set out in 1-3. The Committee may wish to look at this more closely and indeed provide a steer on their views
26. Some important issues were highlighted by those who attended the LLP workshop on 2 April 2012. Broadly there was support for the Policy direction and its main principles but the following issues should be noted.
 - People currently residing in Rural Exception Site areas of development should have greater priority than those households with a prior residence of 10 years and that they should be separated
 - Wide range of views on minimum length of residence and how long it takes to establish residence
 - That in very small Parishes the view was that under occupation should be allowed, that is households who do not necessarily require a 3 bedroom home should be allowed to reside in the home if they fulfil the relevant criteria.
27. The Overview and Scrutiny Committee are asked to contribute to the discussion
28. **Conclusion**

Overall there was real support from the consultation responses for having a Local Lettings Policy for Rural Exception Schemes. There was also broad support for the eligibility criteria and the priority categories, 1-3 for allocation homes on rural exception sites. Criteria 4-6 received a less favourable response, but still an overall positive reaction.

Appendices:

Appendix A – Draft Local Lettings Policy for Rural Exception Sites

Appendix B – Consultation Results

Background papers and their location: (open to public inspection)

Housing Act 1996, Part VI

Localism Act 2011

EIA Local Lettings Policy Rural Exception Sites

Central Bedfordshire Allocations Policy 2012

Rm 56, Watling House, High Street North, Dunstable, LU6 1LF

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DRAFT FOR CONSULTATION
THIS POLICY IS AN APPENDIX TO THE CENTRAL
BEDFORDSHIRE HOUSING ALLOCATIONS POLICY



APPENDIX **A**

Local Lettings Policy for Rural Exception Sites

1. Rural Exception Sites are a valuable source of new properties to help meet the growing demand for affordable housing and to promote rural sustainability. The Council gives such properties special treatment under its planning policy and its Housing Allocation Policy.

2. The Council will apply special criteria when allocating such properties and separate allocation arrangements will be made. The availability of properties on such sites will be advertised through the arrangements described in the Choice Based Lettings Scheme for not less than three bidding cycles (typically 6 weeks) but the advertisement will make it clear that the properties will be let using the special criteria described in this Appendix.

3. The intention is that the properties on such sites will be let to applicants having a Local Connection with the Parish in which the site is situated. Where there are no eligible applicants with such a Local Connection, allocation can be made to eligible applicants with a Local Connection to a neighbouring Parish; and if there is still no such applicants, an allocation can be made to an applicant with a Local Connection to the Central Bedfordshire Council area. All allocations will be made in accordance with the priority set out in clause 5 of this appendix.

4. All applicants for properties on such sites must meet the eligibility conditions described in Chapter 6 of the Housing Allocations Policy. The applicant must be in need of affordable housing.

DRAFT FOR CONSULTATION
THIS POLICY IS AN APPENDIX TO THE CENTRAL
BEDFORDSHIRE HOUSING ALLOCATIONS POLICY

5. A Local Connection is (in order of priority)

5.1 Current residence in the parish for a minimum period of two years; or previous residence in the parish, for a period of not less than ten years; then

5.2 A family connection through mother, father, brother or sister, son or daughter, being resident in the parish for a period of not less than two years; and then;

5.3 Employment in the Parish, as a main place of work, for a period of not less than two years; and then

5.4 Current residence; family connection, or an employment connection, where the time periods conditions referred to at **5.1** to **5.3** above have not been met. Priority will be given in the order set out above.

6. The priority for allocation is clearly set out in paragraph 5.1 to 5.4 above. However, within each of those specific priority groups, the individual bids will be ranked in accordance with the banding criteria set out in Chapter 10 of the Housing Allocations Policy and applicants shall be allocated in accordance with the priority given by the Housing Allocation Policy

Appendix B

Local Letting Policy Consultation - Headline results

Total responses - 176
Valid responses are based on responses to the question

Q1.Are you a: (Please tick one)

	Frequency	Percent	Valid Percent
Central Bedfordshire resident	67	38	39
Tenant living in private rented accommodation including almshouses	27	15	16
Town or Parish Councillor	24	14	14
Central Bedfordshire Council or other Housing Association tenant or leaseholder	21	12	12
Applicants seeking social housing in Central Bedfordshire	17	10	10
Landlord, providing private rented accommodation	2	1	1
Landlord, providing social housing. If so, please state name of the Housing Association	2	1	1
Community/ Voluntary group	1	1	1
Other	11	6	6
Total	172	98	100
Missing	4	2	
Total	176	100	

Q1a.Please specify other

Amphill Town Council
Central Bedfordshire Employee
currently waiting to get residence within central beds
home owner in urgent needed to be close to family but cant afford property in kensowrth
LIVING TEMPORALLY WITH FRIENDS
living with grandmother who is a cbc tenant
private council
Renting a room at friends house.

Q2.How far do you agree or disagree that there should be a Local Letting Policy for Rural Exception Sites in Central Bedfordshire?

	Frequency	Percent	Valid Percent	% Strongly agree + Agree
Strongly agree	93	53	54	86
Agree	55	31	32	
Neither agree nor disagree	13	7	8	
Disagree	7	4	4	
Strongly disagree	5	3	3	
Total	173	98	100	
Missing	3	2		
Total	176	100		

Q3. Please indicate how far you agree or disagree that person(s) applying for a home available within a rural exception site scheme must satisfy the following criteria.

Q3a. Person(s) must be in need of affordable housing

	Frequency	Percent	Valid Percent	% Strongly agree + Agree
Strongly agree	104	59	61	93
Agree	54	31	32	
Neither agree nor disagree	7	4	4	
Disagree	2	1	1	
Strongly disagree	3	2	2	
Total	170	97	100	
Missing	6	3		
Total	176	100		

Q3b. Person(s) should have a local connection to the specific Parish

	Frequency	Percent	Valid Percent	% Strongly agree + Agree
Strongly agree	93	53	58	79
Agree	34	19	21	
Neither agree nor disagree	14	8	9	
Disagree	11	6	7	
Strongly disagree	9	5	6	
Total	161	91	100	
Missing	15	9		
Total	176	100		

Q3c. If there are no qualifying person(s) with a connection to a prescribed Parish, at the time of allocation, person(s) should have a connection to the adjoining Parishes.

	Frequency	Percent	Valid Percent	% Strongly agree + Agree
Strongly agree	42	24	26	65
Agree	65	37	40	
Neither agree nor disagree	23	13	14	
Disagree	24	14	15	
Strongly disagree	10	6	6	
Total	164	93	100	
Missing	12	7		
Total	176	100		

Q3d. In the event that no such qualifying person exists in those adjoining Parishes, then the allocation may be made to any person with a housing need, in accordance with the Central Bedfordshire Housing Allocations Policy.

	Frequency	Percent	Valid Percent	% Strongly agree + Agree
Strongly agree	43	24	26	65
Agree	64	36	39	
Neither agree nor disagree	23	13	14	
Disagree	15	9	9	
Strongly disagree	19	11	12	
Total	164	93	100	
Missing	12	7		

Total	176	100	
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Please indicate how far you agree or disagree with following priorities for housing allocation for rural exception site homes.

Q5.Priority 1

Qualifying persons (i.e. persons assessed as being in housing need, bands 1 to 4, as defined in the Central Bedfordshire Housing Allocations Policy) who are currently a resident in the Parish (or the area defined by the Planning Agreement), and have been for a minimum period of two years or have previously been a resident within the Parish (or the defined area) for ten years or longer.

	Frequency	Percent	Valid Percent	% Strongly agree + Agree
Strongly agree	94	53	55	78
Agree	39	22	23	
Neither agree nor disagree	21	12	12	
Disagree	12	7	7	
Strongly disagree	5	3	3	
Total	171	97	100	
Missing	5	3		
Total	176	100		

Q6.Priority 2

Qualifying persons (i.e. persons assessed as being in housing need, bands 1 to 4, as defined in the Central Bedfordshire Housing Allocations Policy) who have a close family connection to the Parish (or the defined area) through their mother; father; legal guardian, brother; sister; son or daughter and that this family member is currently a resident within the Parish (or the defined area) and has been for a period of not less than two years.

	Frequency	Percent	Valid Percent	% Strongly agree + Agree
Strongly agree	72	41	42	74
Agree	56	32	33	
Neither agree nor disagree	23	13	13	
Disagree	15	9	9	
Strongly disagree	6	3	3	
Total	172	98	100	
Missing	4	2		
Total	176	100		

Q7.Priority 3

Qualifying persons (i.e. persons assessed as being in housing need, bands 1 to 4, as defined in the Central Bedfordshire Housing Allocations Policy) who are currently employed within the Parish (or the defined area) as a main place of work, and have been employed for a period of not less than two years.

	Frequency	Percent	Valid Percent	% Strongly agree + Agree
Strongly agree	48	27	29	68
Agree	66	38	39	
Neither agree nor disagree	32	18	19	
Disagree	15	9	9	
Strongly disagree	7	4	4	
Total	168	95	100	
Missing	8	5		
Total	176	100		

Q8.Priority 4

Qualifying persons (i.e. persons assessed as being in housing need, bands 1 to 4, as defined in the Central Bedfordshire Housing Allocations Policy) who are either resident within the Parish (or the defined area) or have an employment connection or a family connection to the Parish or defined area, as described above, where the conditions referred to at Priority 1 to 3 above have not been met, in terms of specified minimum residence periods.

	Frequency	Percent	Valid Percent	% Strongly agree + Agree
Strongly agree	41	23	24	58
Agree	57	32	34	
Neither agree nor disagree	35	20	21	
Disagree	26	15	15	
Strongly disagree	11	6	6	
Total	170	97	100	
Missing	6	3		
Total	176	100		

Priority 5

Qualifying persons who can demonstrate a local connection to an adjoining Parish (or the defined area). It is proposed that allocations to qualifying persons within an adjoining Parish shall be prioritised on the basis of the criteria that are described above, (i.e. current or former residence; family connection, employment connection; with the conditions being the same as above).

	Frequency	Percent	Valid Percent	% Strongly agree + Agree
Strongly agree	37	21	23	60
Agree	60	34	37	
Neither agree nor disagree	40	23	25	
Disagree	19	11	12	
Strongly disagree	6	3	4	
Total	162	92	100	
Missing	14	8		
Total	176	100		

Priority 6

In the event that no qualifying person exists, in either the prescribed Parish or adjoining Parishes (or defined areas) qualifying person(s) will be nominated by the Council. These persons may not necessarily have a local connection to the Parish but such persons must be assessed by the Council as being in housing need as defined in the Central Bedfordshire Housing Allocations Policy.

	Frequency	Percent	Valid Percent	% Strongly agree + Agree
Strongly agree	31	18	19	55
Agree	59	34	36	
Neither agree nor disagree	34	19	21	
Disagree	18	10	11	
Strongly disagree	21	12	13	
Total	163	93	100	
Missing	13	7		
Total	176	100		

Q13.Are you male or female?

	Frequency	Percent	Valid Percent
Female	103	59	60
Male	68	39	40
Total	171	97	100
Missing	5	3	
Total	176	100	

Q14.What is your age?

	Frequency	Percent	Valid Percent
16-19 yrs	1	1	1
20-29 yrs	12	7	7
30-44 yrs	28	16	16
45-59 yrs	50	28	29
60-64 yrs	21	12	12
65-74 yrs	36	20	21
75+	21	12	12
Under 16 yrs	1	1	1
Total	170	97	100
Missing	6	3	
Total	176	100	

Q15.Do you consider yourself to be disabled?

	Frequency	Percent	Valid Percent
No	139	79	82
Yes	31	18	18
Total	170	97	100
Missing	6	3	
Total	176	100	

Q16.To which of these groups do you consider you belong?

	Frequency	Percent	Valid Percent
White British	151	86	89
Black or Black British	6	3	4
Asian or Asian British	2	1	1
Other (please specify below)	11	6	6
Total	170	97	100
Missing	6	3	
Total	176	100	

Q16a. Other ethnicity

all above

Anglo indian

black caribbean

English

IRISH

Italian

Scottish

White English

White European

WHITE OTHER

WHITE POLISH

Responses by ward

	Count	Percent	Valid Percent
Caddington	17	10	10
Leighton Buzzard North	11	6	7
Northhill	11	6	7
Barton-le-Clay	10	6	6
Eaton Bray	9	5	6
Dunstable Northfields	8	5	5
Leighton Buzzard South	8	5	5
Luton	7	4	4
Dunstable Manshead	6	3	4
Linslade	6	3	4
Dunstable Central	5	3	3
Houghton Hall	4	2	2
Toddington	4	2	2
Dunstable	3	2	2
Dunstable Icknield	3	2	2
Potton	3	2	2
Amphill	2	1	1
Arlesey	2	1	1
Biggleswade	2	1	1
Cranfield	2	1	1
Dunstable Watling	2	1	1
Flitwick	2	1	1
Hitchin	2	1	1
Parkside	2	1	1
Sandy	2	1	1
Shefford	2	1	1
Silsoe and Shillington	2	1	1
Stotfold and Langford	2	1	1
Tithe Farm	2	1	1
Upper Caldecote	2	1	1
Aspley and Woburn	1	1	1
Aylesbury	1	1	1
Biggleswade South	1	1	1
Chesham	1	1	1
Heath and Reach	1	1	1
Houghton Conquest and Haynes	1	1	1
Leighton Buzzard	1	1	1
Plymouth	1	1	1
Rushden	1	1	1
Slip End	1	1	1
Tebworth	1	1	1
Westoning, Flitton and Greenfield	1	1	1
Bedford	1	1	1
Milton Keynes	1	1	1
Wing	1	1	1
Tring	1	1	1
Watford	1	1	1
Basingstoke	1	1	1
Burnley	1	1	1
Yeovil	1	1	1
Total	163	93	100
Missing	13	7	
Grand Total	176	100	

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Meeting: Social Care, Health and Housing Overview and Scrutiny Committee
Date: 17 December 2012
Subject: **Adult Social Care Customer Feedback: Complaints and Compliments Annual Report 11/12**
Report of: **Cllr Mrs Carole Hegley, Executive Member for Social Care, Health and Housing**
Summary: The report provides Members with the statistics for 2011/12 on the number of complaints received; complaint outcomes (upheld/not upheld); performance; issues complained about; and learning and improvements resulting from complaints for Adult Social Care.

Advising Officer: Julie Ogley, Director for Social Care, Health and Housing
Contact Officer: Sonya Branagan, Customer Relations Manager
Public/Exempt: Public
Wards Affected: All

CORPORATE IMPLICATIONS

Council Priorities:

1. Effective customer relations supports the Council's focus on customer experience, enabling the Council to successfully deliver its priorities, specifically creating safer communities and supporting and caring for an ageing population.

Financial:

2. Effective management of complaint issues focuses resource on resolution and reduces the risks of financial remedies being paid. The learning from complaints is used to inform service improvements. The complaints procedure provides for conciliation meetings which are used as an effective alternative to local manager investigations.

Legal:

3. The production of an annual report is a statutory requirement and should be made available to anyone on request. The report will be posted on the council's web site.

Risk Management:

4. Complaints are assessed at the point of receipt to ensure risks are managed for example; safeguarding of vulnerable adults issues, risks to reputation. Effective complaints management ensures service failings are identified and remedied, thereby reducing the risk of public reports from the Local Government Ombudsman. There were no public reports about adult social care complaints.

Staffing (including Trades Unions):

5. There are no direct implications arising from this report.

Equalities/Human Rights:

6. The report includes analysis of equalities and diversity information. The report identified that improvements are to be made in the area of capture and monitoring of equalities and diversity data.

Public Health

7. There are no direct implications arising from this report.

Community Safety:

8. To support vulnerable people to feel safe it is important that they know how to complain about services they receive; feel heard when they raise complaints; and that action is taken. The report evidences that service users have been able to complain, where complaints have been upheld failings are identified and improvements are put in place.

Sustainability:

9. There are no direct implications arising from this report.

Procurement:

10. There are no direct implications arising from this report.

RECOMMENDATION:

The Committee is asked to consider and comment on the content of the report as appropriate.

Appendices:

Appendix A – Adult Social Care Customer Feedback – Complaints, compliments
Annual Report 2011/12

Background papers and their location: (open to public inspection)

None

Appendix **A**

**CENTRAL BEDFORDSHIRE COUNCIL
ADULT SOCIAL CARE**

CUSTOMER FEEDBACK –

**COMPLAINTS
COMPLIMENTS**

**ANNUAL REPORT
2011/12**

Document Status – Not Protected

INTRODUCTION

This report fulfills the statutory duty to produce an annual report for Adult Social Care complaints. The report provides statistics for 2011/12 on the number of complaints received; complaint outcomes (upheld/not upheld); performance; issues complained about; and learning and improvements resulting from complaints.

The complaints system requires updating and has limited reporting functionality. There are plans to replace the system in 2013/14 to improve customer access to online reporting of complaints and compliments and to improve management information.

The Customer Relations Team managed the procedures for Adult Social Care complaints. The Adult Social Care management team received regular status reports, monthly and quarterly reports on complaints and learning.

EXECUTIVE SUMMARY

The Council's Adult Social Care complaints procedure contains a number of different options to handle complaints. When the Council has fully considered a complaint the next stage is referral to the Local Government Ombudsman. The complaints procedure requires individual complaints to be assessed with the emphasis on understanding the complaint at the outset and taking the right approach to resolving it. Services also seek to make improvements as a result of complaints.

Each option for handling complaints has a minimum standard timescale for responding:

- Local resolution by Service Manager – 10 working days, up to 20 for complex cases
- Independent Investigation – 25 up to 65 working days
- Conciliation – 10 working days
- Mediation – 25 working days

However, timescales can be flexible depending on the nature of the complaint. Extensions to timescales are acceptable providing this is negotiated and communicated to the complainant.

There were 82 new complaints received in the period compared to 88 the previous year. 61 complaints were actioned and closed. The majority (56) were dealt with by Local Resolution. 49 complaints were either upheld fully or in part. Whilst individual cases had specific remedies put in place wider services improvements were also identified in a number of cases. These are detailed in Section 4.

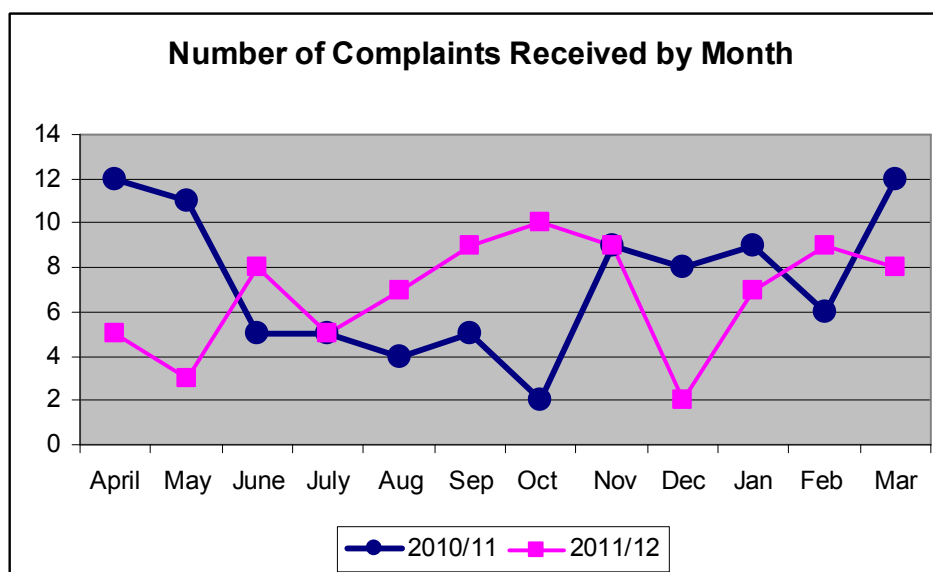
There were 58 compliments recorded where service users thanked or praised staff for the excellent service and support they had provided. This was a slight increase on the 52 reported in the previous year.

1 SUMMARY STATISTICS

1.1 Headline Data for Customer Feedback

Feedback Received	Q1	Q2	Q3	Q4	Total
Complaints	16	21	21	24	82
Compliments	19	7	17	15	58

1.2 Spread of Complaints Received



- 1.2.1 There were few similarities in the spread of complaints over the year compared to the previous year. July and November saw the same number of complaints as in the previous year. The peak for complaints was in October in direct contrast to a low in October the previous year. The low in this period was December.
- 1.2.2 The peak of 10 complaints in October saw complaints were spread across services. There was no single issue creating a trend of dissatisfaction in the month. The similar number of complaints in September saw a spread of complaints across services but included 3 complaints about the blue badge service in Business Support. The service has since been reviewed.
- 1.2.3 Following assessment 17 of the 82 complaints registered across the range of services were not put through the complaints procedure. 8 cases were referred on to another process such as safeguarding or to an external provider responsible for the complaint, i.e. a Health Authority or care provider. In 2 cases service users did not agree to the complaint being made on their behalf by a representative. In 7 cases the complainants withdrew the complaint due to a change in circumstances or following an action or review by the service. This left 65 cases requiring action under the complaints procedure.

1.2.4 Health Services and Social Care Joint Complaints

There were 5 complaints received that related to both health and social care services delivered to an individual. All received a coordinated single response to the issues.

1.3 **Local Government Ombudsman (LGO) Complaints**

1.3.1 The council received 4 complaint enquiries from the LGO about its adult social care services. In 2 cases the LGO decided not to initiate an investigation as the Council was considering one of the cases through its complaints procedure already, and in the other case the service user confirmed they did not wish to make the complaint made by another family member. Two cases were investigated by the LGO.

1.3.2 The first investigation related to an historical handling of a safeguarding matter relating to a residential home. The LGO decided to discontinue the investigation as the Council had remedied the case. A number of improvements had been made to the safeguarding process and procedures since the matters complained about.

1.3.3 The second investigation related to the Council's actions and alleged failure to consult on the decision to cease the Welfare Rights Service. The Ombudsman was satisfied with the actions taken by the Council and did not pursue the complaint further.

1.4 **Trends - Services Most Complained About**

1.4.1 The service receiving the most complaints was the Older People Service receiving 40 of the 82 complaints. A total of 9 cases were referred on to another process or withdrawn leaving 31 for action through the complaints procedure.

The majority of the complaints related to social work management of cases. The main reasons for complaint were dissatisfaction with the level or type of support provided or planned.

The Council's Reablement Team provide assessments of home care needs and/or direct care in people's homes. The service received 6 complaints mostly about the quality of care.

There were 8 cases relating to the quality of services provided by external providers on behalf of social care i.e. home care and respite/residential. 6 complaints about residential care were mainly about the quality of care. 2 complaints about home care were about staff attitude and not providing a service in bad weather conditions.

The Older People Service also received the most compliments with 34 out of a total of 58.

1.4.2 The Learning Disability Service received the second largest number of complaints with 19 new cases. A total of 5 cases were referred on to another process or withdrawn leaving 14 for action through the complaints procedure.

The issues most complained about were:

- transition from children's services into adult services, in 4 cases concerns were raised about delay in providing support or services;
- 4 complaints about the level of support for service users;
- In 3 cases people complained about poor communication

- 1.4.3 The finance services in Business Support received the third highest number of complaints with 10 cases. The main reason for complaint (4 cases) related to letters; the quality and timing of information in letters to customers. 3 complaints were not directly related to social care services but were about delays in processing blue badge parking permit applications.
- 1.4.4 The Disability Service received 9 complaints. There were no repeat issues or trends. 2 cases related to Occupational Therapy services. The remainder of complaints were about the social work team role including quality of or no assessment of needs, poor communication, delay or support re direct payments, disagreement with decision to move to supported living, no plans for future care and support.
- 1.4.5 Complaints about the quality of services provided by care providers on behalf of the council i.e. home care and respite/residential were shared with the Adult Services Improvement Group and the Contracts Service. Whilst each individual complaint was actioned the Contracts Service ensured wider concerns about providers were monitored and managed to address contract and quality issues.

1.5 Outcomes from concluded Complaints

- 1.5.1 61 Social Care complaints were considered and concluded in the period. 47% (29) were upheld. A further 33% (20) were partly upheld. This meant a total of 80% were deemed to be well founded in full or in part.

Whilst case specific remedies were put in place for individuals Section 4 details wider actions and improvements resulting from complaints.

1.6 Compliments

- 1.6.1 58 compliments from customers were captured relating to the quality and timeliness of services and support.
- 1.6.2 Extracts from compliments received:

Reablement Service

'This card is to say thank you to yourselves and all the carers for the excellent service you have given me over the last 10 weeks. All the carers that came to me were both friendly and very professional in the care they gave me. Thank you once again.'

Older People's Service

'A big thank you for the recent assessment of father's needs at home. The extra aids provided were not expected and are a real bonus. Dad finds the stair and grab rails especially helpful. We are planning a trip out with dad and his new wheelchair very shortly - the first day out for months! Thank you once again for an excellent service.'

Business Support – Finance Service

'Over a number of years (the worker) has helped my mother and myself with a wealth of good advise. She will help with problems outside her area if possible or act as a go between to help us get results. (the worker) makes it a pleasure to see her and sets a standard for council officers to try and achieve.'

2 PERFORMANCE IN COMPLAINTS HANDLING

- 2.1 There is no timescale set in Regulations in which to respond to complaints. Instead the emphasis is on assessing the complaint at the outset to fully understand the issues, and then agreeing a clear method of handling the complaint to a defined timescale. In response to this the Adult Social Care complaint procedure includes a range of options for resolving complaints, each with a minimum standard timescale for response. Timescales can be re-negotiated with the complainant if appropriate.
- 2.2 The legacy database that is used for capturing complaints is not configured to reflect the options and flexibility for handling complaints including relevant timescales. The majority of complaints had an action plan setting out how the complaint would be handled.
- 2.3 Of the 61 cases that were concluded:
- 56 were dealt with using the local resolution method;
 - 3 were dealt with by conciliation meeting method;
 - 1 case was concluded following a formal investigation carried out by an external investigator; and
 - 1 formal investigation case ceased when the matter was escalated to the Local Government Ombudsman, see 1.3.3.
- 2.4 Where an action plan was in place approximately 66% of cases were completed in line with the timescale in the agreed action plan. Of the 11 cases that took the longest to conclude:
- 4 had action plans and drifted beyond the planned timescale for response;
 - 2 had no action plan and went beyond the local resolution timescale;
 - 2 had been agreed as resolved within the timescale but the written response was delayed
 - 2 had minor delays of less than 2 working days.
 - 1 case had an extension agreed but with no set timescale

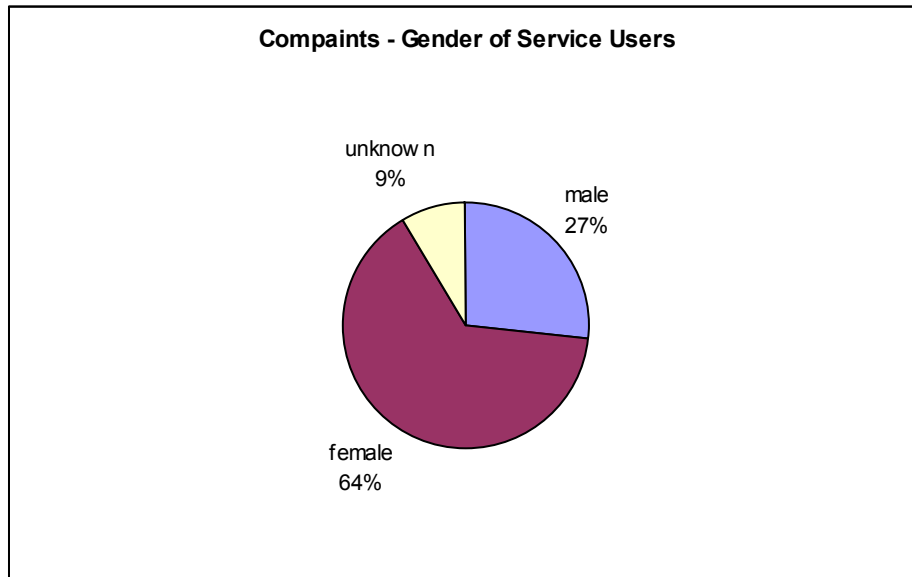
3 EQUALITY & DIVERSITY MONITORING

- 3.1.1 The purpose of capturing data is to monitor access to the complaints procedure and to ensure services are appropriate for all service user groups. Customer Relations record data about the service user for complaints.
- 3.1.2 The system used for Adult Social Care complaints has the facility to capture the service user's gender, ethnicity and whether the service user describes themselves as having a disability or not. However, the system has limited reporting functionality for analysis in this area and is not adequate to meet the needs of equality and diversity monitoring. We can't easily analyse the detail of complaints and trends relating to discrimination/human rights/age. The

Council's Customer First programme includes a plan to deliver a complaints system solution in 2013. The requirements for capture and reporting on equality and diversity information will be taken into account when developing categories of complaint.

- 3.1.4 There were 4770 service users in receipt of a service during the period 2011/12. 82 new complaints were registered. 57 of the complaints were made on behalf of service users by a representative. The majority, 51, were made by family members.

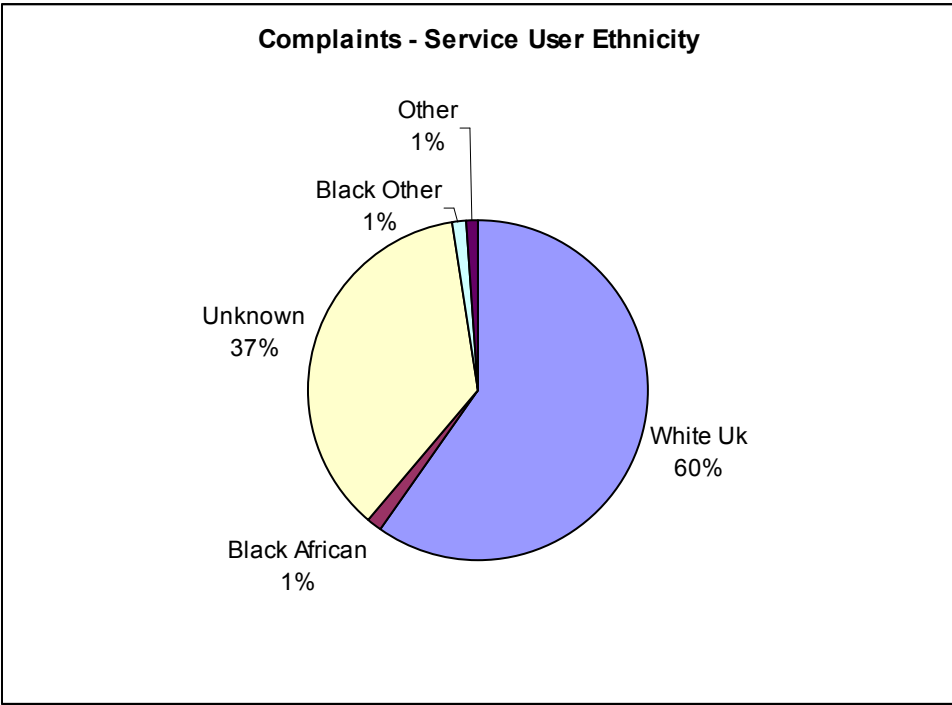
3.2 Social Care Complaints – Gender



- 3.2.1 64% of complaints affected female service users, 27% affected males which reflected similar proportions of service users receiving services where 62% were described as female and 38% male. Service users of both genders are represented in the complaints procedure.
- 3.2.3 When considering the details of specific issues of complaint the main cause for complaint affecting females was the level of support provided or planned from older people's services. Males and females were equally affected by complaints about the quality of care and communication in relation to older people's residential care.

Complaints affecting males more than females related to the learning disability service on matters around transition from children to adult social care and the level of support provided.

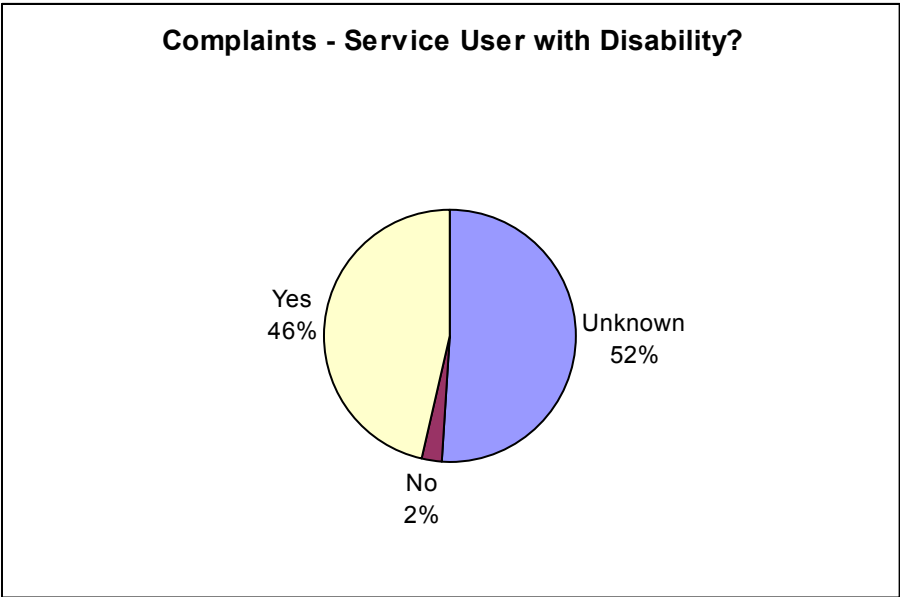
3.3 Social Care Complaints – Ethnicity



3.3.1 93% of service users receiving services were described as White British. 60% of complainants were recorded as 'White UK'. Other ethnic backgrounds were also represented in complaints. The 35% 'unknown' cases may mask representations from ethnic backgrounds not reflected here.

3.3.2 The issues for complainants in the minority categories for ethnicity were also raised by those in the majority category – transition between children’s and adult social care services, dissatisfaction with the level of support provided, the level of paperwork required for Direct Payment services.

3.4 Social Care Complaints – Disability



- 3.4.1 In 46 % of complaints service users described themselves as having a disability. A significant proportion of cases were recorded as 'unknown'. The services covered included older people, disabilities and adults with learning disabilities. Therefore, it is anticipated that a significant proportion of complainants would describe themselves as having a disability. The majority of complaints where a service user was recorded as having a disability were in relation to the actions or inaction of social work teams.
- 3.4.2 The main issues affecting people accessing learning disabilities services was; how their social work case was managed during transition from children's to adult social care services; and in general care management cases the level of support provided.
- 3.4.3 There was no single issue causing concern for people accessing services for those with a physical disability. Paragraph 1.4.4 summarises the areas of complaint. Where people complained they were largely concerned about getting the right level of care or equipment to meet their needs.
- 3.4.3 The figures demonstrate that people with disabilities are able to access the complaints procedure.

4 SERVICE IMPROVEMENTS RESULTING FROM CUSTOMER COMPLAINTS

- 4.1 The majority of the improvements identified in complaints are specific to individual cases and put in place to remedy the complaint. There is some evidence of learning from complaints detailed below:
- 4.2 Learning Disabilities Service
- a) Contracts and Compliance committed to monitor staff training arrangements in an external care home, paying particular attention to content and relevance, in respect of the needs of a person on the autistic continuum and how this is evidenced by the provider. The impact on service users was monitored through reviews.
 - b) A care home committed to review scheduled activity to support and enhance the opportunities of individual customers to ensure maximum choice and opportunity in accordance with their assessed need.
 - c) Training was provided for a staff group following a complaint that highlighted the need to improve safeguarding awareness. Customers of the facility were provided with updated information regarding safeguarding and provided with easy to read leaflets.
 - d) There were a number of complaints about transition from children's to adult social care services. This area of work is currently subject to improvements on a National scale. Adult Social Care is currently working as part of the Disabled Children's Programme Board and is leading developments for young people and their family carers going through Transitions. This will include the need to assess young people from the age of 14 and support them through to the age of 25 by introducing a single health, education and social care plan and the identification of a lead professional. In the meantime the learning disabilities team have recognised the importance for service users, families and professionals to

have a care manager as a contact to offer consistency and develop networks. The operation of the Independent Lifestyle Team has also been reviewed so that they can undertake an assessment and/or training prior to the young person turning 18 in order for them to be clear about what support and/or services will be in place going forward.

- e) Staff at sheltered accommodation were provided with advice on how to respond to incidents involving service users and other local people.
- f) Following a complaint about poor communication and quality of information the duty desk service was audited on a quarterly basis to monitor communication and responsiveness.
- g) Complaint about poor communication and quality of information when contacting the duty desk. The duty desk was audited on a quarterly basis to monitor communication and responsiveness.

4.3 Older People Services

- i. Staff working within Extra Sheltered Schemes across Central Bedfordshire were reminded of the process and expectations of them whilst facilitating discharges from hospitals.
- ii. A worker had provided incorrect information to a service user on how Direct Payments work in relation to respite. Training on finance matters was put in place for the worker to improve practice. A project has since been put in place to review the direct payments process.
- iii. A customer had difficulty making contact with the reviewing manager, trying a direct dial number when the officer was on leave. Calls to the service are managed by the Council's Contact Centre and staff were made aware of the risks of giving out direct numbers to avoid a similar occurrence.
- iv. Complaints about the quality of food being delivered to people in their own homes were followed up by the Contracts Compliance Team who monitored the improvements set out in an inspection report.
- v. Domiciliary Care Agency - put in place an emergency plan for bad weather to improve responses

4.3 Occupational Therapy Service.

The service has processes in place for requests for minor works to be outsourced to private contractors. An investigation into a complaint highlighted that there were problems with completion timescales. The service have put in place a reviewing process to review minor works within 6 weeks- if these are not completed then the contractor is contacted for reasons as to why. This will improve the information to service users.

4.5 Reablement Services

- a) A complaint about a failed call resulted in a system put in place that enables everything to be double checked with regards to staff being on annual leave and sickness. This will ensure that the timesheets corresponded with the annual leave and sickness lists before time sheets were sent out.
- b) A complaint about poor quality of care and a missed call resulted in specific staff undertaking further training and observations to ensure that

they are fully competent. Staff involved in the complaint were informed of the concerns and expectations around performance.

- c) A tenant in a resource where care was provided by the Council was unhappy that carers had not carried out checks on them. Checks will now be undertaken on all residents unless they opt out of this option, the same level of checks will be in place for weekdays and weekends. Roles for staff were clarified for checking tenants who were not receiving care.

4.6 Business Support

- i) The approach to letter writing was reviewed to improve the customer focus and to ensure individual circumstances are considered when deciding on the location to send letters to in respite cases.
- ii) The process for Blue Badge applications has undergone significant changes and the service continues to monitor performance and customer feedback to improve standards.

4.7 Complaint Handling:

- a) An audit of leaflets was carried out to ensure service users and their families are informed of how to, and provided with a means to, make complaints or compliments.
- b) During the period complaint learning sets were planned for a pilot in May 2012 to support staff to take a best practice approach to complaints including action planning; learning from complaints; managing complaints about services provided by external companies; and managing difficult complaints.

4.6 Externally Provided Care Services

The Commissioning Service routinely monitors complaints about care services and take appropriate steps to manage any concerns. Complaints data is considered alongside other relevant information. This includes liaising with operational staff, the safeguarding team, the Care Quality Commission and other local authorities to support their investigations. Where appropriate they worked with care providers on action plans and supported them in service improvement.

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Meeting: Social Care, Health & Housing Overview & Scrutiny Committee
Date: 17 December 2012
Subject: Quarter Two Performance Monitoring Report
Report of: Cllr Mrs Carole Hegley, Executive Member for Social Care, Health and Housing
Summary: The report highlights the performance for the Social Care, Health and Housing Directorate for Quarter 2 of 2012/13.

Advising Officer: Julie Ogley , Director of Social Care, Health & Housing
Contact Officer: Nick Murley, Assistant Director, Business & Performance
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

1. The quarterly performance report underpins the delivery of the Council's priorities, more specifically in the area of promoting health and well being and protecting the vulnerable.

Financial:

2. There are no direct financial implications.

Legal:

3. There are no direct legal implications.

Risk Management:

4. Areas of ongoing underperformance are a risk to both service delivery and the reputation of the Council.

Staffing (including Trades Unions):

5. There are no direct staffing implications.

Equalities/Human Rights:

6. This report highlights performance against performance indicators which seek to measure how the Council and its services impact across all communities within Central Bedfordshire, so that specific areas of underperformance can be highlighted for further analysis/drilling down as necessary.

7. As such, it does not include detailed performance information relating to the Council's stated intention to tackle inequalities and deliver services so that people whose circumstances make them vulnerable are not disadvantaged. The interrogation of performance data across vulnerable groups is a legal requirement and is an integral part of the Council's equalities and performance culture, which seeks to ensure that, through a programme of ongoing impact assessments, underlying patterns and trends for different sections of the community identify areas whether further action is required to improve outcomes for vulnerable groups.

Public Health

8. The report highlights performance against a range of Adult Social Care and Housing indicators that are currently in the corporate indicator set. The indicator set will change in the future when aspects of Public Health transfers to Council responsibility.

Community Safety:

9. There are no direct community safety implications.

Sustainability:

10. There are no direct sustainability implications.

Procurement:

11. There are no direct procurement implications.

RECOMMENDATION: The Committee is asked to note and consider this report

Introduction

12. This quarter sees the introduction of the monitoring of the Medium Term Plan (MTP) indicators, which have been put in place to support the Council monitor progress against its priorities. These indicators have replaced the set previously reported to the Overview & Scrutiny committee, although some indicators have been retained, to monitor the MTP.

Overview

13. Performance against the MTP priority of "Promoting health and well-being and protecting the vulnerable" is strong with only one indicator not currently on track.
14. Whilst the performance of C 6 MTP, Customers receiving self-directed support, is scored as red, it continues to show an improving performance. The percentage of clients has continued to increase up from 54.7% last quarter to 66.2% at the close of Quarter 2 and whilst this falls short of the demanding national target set for this indicator of 100% by the close of the year, it is significant improvement. Self directed support is being offered to all new customers and through the review process to existing customers.
15. The percentage Council housing stock meeting the Decent Homes Standard, at 99.6% at the close of Quarter 2, continues to exceed target. (C3 MTP)

16. The remaining indicators are reported to the Overview and Scrutiny Committee for the first time and are scored against the directorate's progress against a number of set milestones, as outline in Appendix A.
17. Performance against C 1 MTP, Protecting vulnerable adults, is progressing, with internal audits continuing to be undertaken and action taken on any cases found to be poor. The Annual Safeguarding Board report was presented to the last meeting of this committee and Safeguarding performance activity reports are also presented to the Executive and Deputy Executive Members for Social Care, Health & Housing on a monthly basis.
18. Progress is being made on C 2 MTP, Number of additional "Extra Care" flats provided, with site appraisals in progress.
19. Activity to increase the coverage of Village Care schemes, C 4 MTP, continues through the joint work with the Bedfordshire Rural Communities Charity (BRCC).
20. The report presented to the Executive on 6 November 2012 set out the progress made on C 6 MTP, Percentage of council commissioned dementia care classed as "good" or "excellent". It described the strategic approach to raising the standards and quality of dementia care.
21. In the revised set of indicators there is one Public Health indicator covered by this Committee. This is C7 MTP Percentage of 40 to 74 year olds offered a health check. The number of people offered a health check in Quarter 1 at 5,057 was below the target of 5,828. This is also reflected in the reduced number of checks delivered at 1,992 against a target of 2,914. This performance needs to be set in the context of the changes that have been made to the target for this year. The 2012/13 target for the number of people offered a health check is a 12% increase over the 2011/12 outturn and is a 30% increase on the 2011/12 target. In 2011/12 less than half of Primary Care Trusts achieved their targets (Central Bedfordshire was one of the ones that did), which gives an indication of the additional challenge resulting from a 12% increase this year.
22. To increase the take up of health checks action is being taken to further raise awareness of their availability and importance including articles in CBC publications and the use of bill board posters in prominent sites. It is recognised that repeated awareness raising with individuals is needed to increase up take. To support this Public Health has commissioned Horizon Health Choices to deliver additional health checks from the Active Transport Hub in Dunstable in collaboration with Central Bedfordshire Council's Active Transport Team, starting in November 2012. (C 7 MTP).

Director's Summary

23. The Directorate's performance for the Medium Term Plan priority of "Promote health and wellbeing and protecting the vulnerable" is strong, with only one target not currently on track.

24. The performance on the target of the offer of personal budgets for adult social care support is currently red. The number of customers receiving self-directed support has continued to increase, with 3,001 customers now receiving support of which 1,296 (43%) are in receipt of direct payments. The year to date figure is currently 74.8%, a significant improvement since March 2012 and whilst it has been recognised that the target is unlikely to be achieved, efforts are being made to get as close to the target as possible. Over the next few months, consideration will be given on how to capture and report on the reasons customers refuse personal budgets, to enable the service to shape the future offer for our customers.
25. Progress in the other targets includes the continuing use of file audits for safeguarding cases demonstrating improvement to case recording, discussions continue of an identified site for an extra-care scheme and a report is to be presented to Executive on the strategic approach to raising standards and quality of dementia care.
26. Work continues on ensuring that all council-owned housing meets the decent homes standard.

Appendices:

Appendix A – Q2 Performance Indicators.

Background Papers:

None

Location of papers:

Not Applicable

Appendix A

Quarterly Performance Report - Medium Term Plan Indicators and CMT Appendix A indicators for Social Care, Health and Housing.

Quarter 2 2012/13

Report comparison - Depends on the nature of the indicator		Direction of travel (DoT)		Performance Judgement	
Seasonal	Compared to the same time period in the previous year	↓	Performance is reducing	R	RED - target missed / off target - Performance at least 10% below the required level of improvement
Quarter on quarter	Compared to the previous quarter	↔	Performance remains unchanged	A	AMBER - target missed / off target - Performance less than 10% below the required level of improvement
Annual	Compared to one fixed point in the previous year	↑	Performance is improving	G	GREEN - Target achieved or performance on track to achieve target

Overview of performance

Ref	Indicator	Performance will be reported:	Performance information being reported this quarter	
			Time period	Performance
Promote health and wellbeing and protecting the vulnerable				
C 1 MTP	Protecting Vulnerable Adults	Quarterly	Quarter 2 2012/13	G
C 2 MTP	Number of additional 'Extra Care' flats provided	Quarterly	Quarter 2 2012/13	G
C 3 MTP	Percentage of decent homes (Council stock)	Quarterly	Quarter 2 2012/13	G ↑
C 4 MTP	Number of Village Care schemes in operation	Quarterly	Quarter 2 2012/13	G
C 5 MTP	Percentage of council commissioned dementia care classed as 'good' or 'excellent'.	Quarterly	Quarter 2 2012/13	G
C 6 MTP	Clients receiving self directed support	Quarterly	Quarter 2 2012/13	R ↑
C 7 MTP	NHS Health checks (percentage of people aged 40 to 74 years of age offered a health check).	Quarterly	Quarter 1 2012/13	R ↔

Promote health and wellbeing and protecting the vulnerable

Protecting Vulnerable Adults				
C 1 MTP	Latest comparator group average	Report comparison	Performance Judgement	G
<p>Milestones:</p> <ol style="list-style-type: none"> 1. Independent audits of safeguarding case files - Annual 2. Annual Safeguarding Report - Annual 3. Develop & implement Safeguarding Case Support Tool – March 2013 4. Continue to develop and implement the 6 work stream within the safeguarding improvement register – March 2013 <p>Comment:</p> <p>An internal audit of 17 cases was conducted in during July and August, in which one case was rated as excellent and two cases were rated as poor. Action has been taken to address the issues identified in the poor cases. Another internal case file audit will take place in Quarter 3; with the next independent audit will take place in early 2013.</p> <p>The Annual Safeguarding Board report was presented to Executive in October 2012.</p> <p>The use of the Safeguarding Case Support Tool has continued to improve and a review has taken place, which has identified a number of refinements that will be delivered over the next few months. Reporting from the tool is also to be developed.</p> <p>Progress continues to be made in the workstreams of the safeguarding improvement register and the overall status being Green. Awareness training activity continues and the Mental Capacity Act (MCA) Coordinator started in post at the end of September.</p>				

Number of additional 'Extra Care' flats provided				
C 2 MTP	Latest comparator group average	Report comparison	Performance Judgement	G
<p>Milestones:</p> <ol style="list-style-type: none"> 1. Identify site, approve decision to invest – November 2012 2. Produce design and acquire site - tbc 3. Secure Planning Permission; agree s106 - tbc 4. Procure contractor - tbc 5. Commence Construction - tbc 6. Open New Provision – by December 2014 <p>Comment:</p> <p>The Site Specific Business Case is contingent on the S.106 implications (Dunstable). The government statement on affordable housing as a S106 contribution is a risk to the commercial negotiations and the business case, which can be tested during October.</p>				

C 3 MTP Percentage of decent homes (Council stock)																	
Unit	Good Is	Low	%	2011/12				2012/13				Latest comparator group average	99.1% HouseMark 2010/11	Report comparison	Seasonal	Performance Judgement	
				Qu 1	Qu 2	Qu 3	Qu 4 / Outturn	Qu 1	Qu 2	Qu 3	Qu 4 / Outturn						
Target							100										
Actual				99.3	99.4	99.4	100	99.35	99.6	98.20	98.40	99.00	100.00				
<p>Comment: As previously reported the stock condition survey conducted at the beginning of the year, identified few decent homes than expected; 52 properties were identified as not meeting the Decent Homes standard. As at the end of September, 21 properties still do not meet the standard and the required works have been scheduled to ensure that all properties are brought up to standard by March 2013. Of the 31 properties, 14 have had the necessary works completed to meet the standard and 17 households have refused to have the works carried out and therefore are exempt from the standard.</p>																	

C 4 MTP Number of Village Care schemes in operation																	
Unit	Good Is	Low	%	2011/12				2012/13				Latest comparator group average	99.1% HouseMark 2010/11	Report comparison	Seasonal	Performance Judgement	
				Qu 1	Qu 2	Qu 3	Qu 4 / Outturn	Qu 1	Qu 2	Qu 3	Qu 4 / Outturn						
Target																	
Actual																	
<p>Milestone:</p> <ol style="list-style-type: none"> 1. Establish 'core offer' for the village care scheme - September 2012 2. Audit the current village care schemes - March 2013 3. Establish Baseline - March 2013 4. Draw up action plans and address the gaps - March 2014 <p>Comment: Work continues through the Bedfordshire Rural Communities Charity (BRCC) to establish new schemes. New schemes have been in started in Biggleswade and Dunstable, consultation is taking place in Shefford, to gauge level and types of needs and the availability of volunteers. BRCC are also working with a charitable group in Eaton Bray.</p>																	

Percentage of Council commissioned dementia care classed as 'good' or 'excellent'						
C 5 MTP						
Milestones:	1. Dementia Quality Accreditation Scheme approved - January 2013 2. Incentive scheme for all dementia related residential care home payments introduced – January 2013 3. 60% of all dementia care classed as 'good' or 'excellent' – March 2014					G
	Latest comparator group average	-	Report comparison	-	Performance Judgement	
Comment:	A report is to be presented to Executive in November 2012, setting out the strategic approach to raising the standards and quality of dementia care.					

Clients receiving self directed support (ASCOF1c)												
C 6 MTP												
Unit	Good is	2010/11	2011/12	2012/13				29.8 CIPFA 2010/11	Report comparison	Quarter on Quarter	Performance Judgement	R
%	High	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn				
		30.42	60.0	32.20	35.3	40.0	52.9	52.9	54.7	66.2		
Comment:	The number of customers receiving self-directed support has continued to increase, with 3,001 customers now receiving self-directed support in the last 12 months; an increase of 438 since June 2012. Of which 1,296 customers are in receipt of direct payments. Self-directed support is being offered to all new customers and through the review process to existing customers. As previously reported, a challenging target has been set nationally for 2012/13, but the year to date figure (from April 2012) is 74.8% shows a significant improvement in performance since March 2012 and whilst it has been recognised that the target is unlikely to be achieved, efforts are being made to get as close to the target as possible. Over the next few months, consideration will be given on how to capture and report on the reasons customers refuse self-directed support, to enable the likely outturn to be predicted.											

C 7 MTP										NHS Health checks (percentage of people aged 40 to 74 years of age offered a health check).				Latest comparator group average	Report comparison	Annual	Performance Judgement	↔	R
Unit		Good Is	High	2010/11		2011/12		2012/13				YTD / Outturn							
				Outturn		Outturn		Quarter 1	Quarter 2	Quarter 3	Quarter 4								
Percentage offered a health check		Target	Number	12,999	20,822	5,828	5,828	5,828	5,828	5,828	5,828	23,312							
		Actual	Number	14,923	21,466	5,057	5,057	87%				5,057							
			%	115%	103%	87%						22%							
Number of Health checks delivered		Target	Number	6,500	10,411	2,914	2,914					11,656							
		Actual	Number	7,547	10,499	1,992	1,992					1,992							
			%	116%	101%	68%	68%					17%							
<p>Comment: NHS Health Checks provide an assessment of an individual's future risk of vascular disease and referral on to preventative services or treatment for those at high risk. This check is offered 5-yearly to every person aged between 40 – 74 years who is not already on a cardiovascular disease register. Early identification and treatment will prevent or delay the consequences of disease. Each year many people are newly identified as having high blood pressure or type 2 diabetes, without the Health Checks programme these people would most likely have been identified at a much later stage of the condition (or died as a consequence of it) requiring more costly interventions and increasing the potential severity/impact. At present around 60% of the eligible population in Central Bedfordshire do not take up this offer when contacted by their GP.</p> <p>Performance in Quarter 1 2012/13 is behind target with the number of people offered a health check at 5,057 being below the target of 5,828. This is also reflected in the reduced number of checks delivered at 1,992 against a target of 2,914. This performance needs to be set in the context of the changes that have been made to the target for this year. The 2012/13 target for the number of people offered a health check is a 12% increase over the 2011/12 outturn and is a 30% increase on the 2011/12 target. In 2011/12 less than half of Primary Care Trusts achieved their targets (Central Bedfordshire was one of the ones that did), which gives an indication of the additional challenge resulting from a 12% increase this year. To increase the take up of health checks action is being taken to further raise awareness of their availability and importance including articles in CBC publications and the use of bill board posters in prominent sites. It is recognised that repeated awareness raising with individuals is needed to increase up take. To support this Public Health has commissioned Horizon Health Choices to deliver additional health checks from the Active Transport Hub in Dunstable in collaboration with Central Bedfordshire Council's Active Transport Team, starting in November 2012.</p>																			

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Meeting: Social Care Health & Housing Overview & Scrutiny Committee
Date: 17 December 2012
Subject: Capital Budget Management Report for period ended 30 September 2012 for Social Care, Health and Housing.
Report of: Cllr Carole Hegley, Executive Member for Social Care, Health & Housing.
Summary: The report provides information on the Directorate General Fund Capital financial position as at the end of September 2012

Advising Officer: Julie Ogley, Director of Social Care, Health and Housing
Contact Officer: Nick Murley, Assistant Director Business & Performance
Public/Exempt: N/A
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

1. Sound financial management contributes to the delivery of the Council's value for money, enabling the Council to successfully deliver its priorities

Financial:

2. The financial implications are set out in the report

Legal:

3. Not applicable.

Risk Management:

4. Not applicable.

Staffing (including Trades Unions):

5. Not applicable.

Equalities/Human Rights:

6. Not applicable.

Community Safety:

7. Not applicable.

Sustainability:

8. Not applicable.

Procurement:

9. Not applicable.

RECOMMENDATION(S):

The Committee is asked to note the SCHH General Fund Capital Budget position at the end of September 2012.

Introduction

10. The report sets out the financial position to the end of September 2012.

Executive Summary

11. The forecast position is a projected under spend of £0.769m (£0.399m in June) which is summarised in Table 1 below. Of the £0.769m under spend, £0.227m is slippage into 2013/14 and £0.542m is under spend.

<u>Table 1 Capital programme summary</u>	Full Year Forecast Variance						
	Gross Expend. Budget	Gross Income Budget	Net Total	Gross Expend. Forecast	Gross Income Forecast	Net Total	Variance
Directorate	£m	£m	£m	£m	£m	£m	£m
Disabled Facility Grants (DFG)	3.420	(0.588)	2.832	3.000	(0.650)	2.350	(0.482)
Renewal Assistance	0.313	(0.074)	0.239	0.313	(0.074)	0.239	0
NHS Campus Closure	4.837	(4.837)	0	2.221	(2.221)	0	0
Timberlands	0.931	(0.699)	0.232	0.020	(0.015)	0.005	(0.227)
Empty Homes	0.160	0	0.160	0.100	0	0.100	(0.060)
Adult Social Care ICT Projects	0.300	(0.300)	0	0.300	(0.300)	0	0
Sheltered Housing	0.020	(0.020)	0	0	0	0	0
Review of Accommodation /Day Support	0.346	(0.346)	0	0.346	(0.346)	0	0
Total	10.327	(6.864)	3.463	6.300	(3.606)	2.694	(0.769)

Detailed Commentary

- 12. The following table indicates the type of major adaptations completed as part of the Disabled Facilities Grant (DFG) programme to the end of September 2012.
- 13. 175 grants have been completed, installing 244 adaptations, as below (93 grants and 134 adaptations to June)

Type of adaptation	No. completed
Level access shower/wet room	126
Straight stair lift	30
Curved stair lift	18
Toilet alterations	9
Access ramps	12
Dropped kerb and hard standing	0
Wheelchair/step lift	2
Through floor lift	2
Major extension	10
Kitchen alterations	0
Access alterations (doors etc)	15
Heating improvements	0
Garage conversions	1
Safety repairs/improvements	2
Other	17
Total	244

- 14. The grants provided to residents through the DFG programme assist some of the poorer and most vulnerable members of the community. Without these grants in many cases the properties involved would be unsuitable for the needs of the occupiers who may then be unable to remain in their own homes. This also reduces pressure on health service resources and residential care, as without these improvements more residents would require emergency or longer term care solutions.
- 15. Additional revenue resource has been allocated to the Occupational Therapist team, in order to address the backlog of assessments required.
- 16. The revised forecast of £3 million (gross) is predicted due to a lower than expected rate of referrals in the last 2 months (Aug and Sept), a higher than expected number of Council tenant adaptation cases (which are funded from HRA, not GF DFG programme), and some delays caused by contractors not being able to respond quickly to increased workload.
- 17. Whilst referrals are expected to increase in October and later months, this is a demand led budget and there may not be the time to complete all new and existing referrals before the year end.

18. A review has been scoped, and has now commenced, to evaluate the DFG programme. The purpose of this review will be to ensure that those requiring such works are treated equitably and that the process provides Value for Money for the Council, tenants and council tax payers.
19. The Renewals Assistance programme includes Safety Security Emergency Repair assistance, which is an “emergency” type of assistance for the most vulnerable households, for example dangerous wiring, a condemned boiler, etc.
20. Home Improvement Assistance will remedy hazardous and/or non decent homes occupied by vulnerable households, for example leaking roofs, rotten windows, defective heating systems. Most defects remedied were likely to have affected health of occupants.
21. Affordable Warmth Assistance remedies fuel poverty, usually in association with external funding.
22. The work completed during Quarter 1 and Quarter 2 of 2012/13 is as follows;
12 Safety Security Emergency Repair grants
29 Home Improvement Assistance
6 Affordable Warmth Assistance
1 Legacy Empty Homes Grant
23. All types of assistance provided normally results in improvements to homes that could previously have been affecting the health of the occupants. Assistance is related to improved health outcomes.
24. Forecast expenditure on Empty Homes relates to Empty Dwelling Management Orders (EDMOs) for two properties in Hockliffe Street in Leighton Buzzard.
25. The Hearing for the third EDMO application was held on 1 August 2012 and the Council received confirmation that the application was successful on 27 August 2012. Although the Interim EDMO has been served, the owner has applied for permission to appeal.
26. The decision on 27 August 2012 is based upon the Council agreeing to work with the owner and allow him reasonable progress to undertake the required work before a Final EDMO is served.
27. It is unlikely that works will start before November 2012 unless the owner makes no attempt to progress works himself. The cost of the works for the Council is approximately £0.04m.
28. Evidence for the fourth and fifth EDMOs is currently being obtained. It is intended to progress an application before December 2012. Other cases are being progressed.
29. A number of Empty Homes loans are being considered for long term empty homes. Three have been completed in 2012/13 to date and seven more are being progressed. Empty Homes Loan assistance is an alternative for owners of empty homes willing to work with the Council. Currently, approximately £0.030m is committed to Loan Assistance cases.
30. Due to the delays in progressing the cases above it is predicted that there will be an under spend in 12/13 of £0.060m, leaving an outturn of £0.100m.

31. Procurement of the Timberlands refurbishment is now underway, but it is likely that only preparatory works will occur during 2012/13. Therefore the majority of this expenditure has been allocated as slippage into 2013/14.
32. The NHS Campus Closure programme has six remaining projects, three for Central Bedfordshire, two for Bedford Borough and one Luton Borough Council. The Central Bedfordshire scheme in Silsoe is due to start on site in July 2012 and to complete in February 2013. The second scheme, based in Dunstable, is the refurbishment of a local authority property, and is currently awaiting planning permission and, subject to this, is due to complete in September 2013. The third scheme is the refurbishment of an existing site in Dunstable and is due to start and complete in 2013/14.

Appendices: None

Background papers and their location: None

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Meeting: Social Care, Health & Housing Overview & Scrutiny Committee
Date: 17 December 2012
Subject: General Fund Revenue Budget Management Report for 2012/13 for Social Care, Health and Housing.
Report of: Cllr Carole Hegley, Executive Member for Social Care, Health & Housing.
Summary: The report provides information on the Directorate General Fund revenue financial position as at the end of September 2012

Advising Officer: Julie Ogley, Director of Social Care, Health and Housing
Contact Officer: Nick Murley, Assistant Director Business & Performance
Public/Exempt: N/A
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

1. Sound financial management contributes to the delivery of the Council's value for money, enabling the Council to successfully deliver its priorities

Financial:

2. The financial implications are set out in the report

Legal:

3. Not applicable.

Risk Management:

4. Not applicable.

Staffing (including Trades Unions):

5. Not applicable.

Equalities/Human Rights:

6. Not applicable.

Community Safety:

7. Not applicable.

Sustainability:

8. Not applicable.

Procurement:

9. Not applicable.

RECOMMENDATIONS:

The Committee is asked to:

- a) note the General Fund outturn of £55.6m which is a £0.056m over spend against budget.
- b) note the proposed virement from Learning Disability services to under 65 Mental Health services.

Introduction

10. The report sets out the final position at the end of Quarter 2 of 2012/13.

General Fund Executive Summary Revenue

- 11. The **General Fund** outturn for the directorate is a projected over spend of £0.056m or 0.1%.
- 12. The following table 'A' shows a summary position analysed by the Director and Assistant Director, with more detailed commentary in the following paragraphs. Appendix 'A' provides a more detailed analysis by Service.

Assistant Director	Approved Budget	Forecast Outturn Spend for Year	Full Year Variance (-under)/ overspend	Full Year Variance after transfers to/from reserves (-under)/ overspend
	£000	£000	£000	£000
Director	39	57	18	18
AD Housing (GF)	3,925	3,923	(2)	(2)
AD Adult Social Care	55,500	55,488	(12)	(51)
AD Commissioning	4,833	4,874	41	(71)
AD Business & Performance	(8,712)	(7,992)	720	162
Total General Fund	55,585	56,350	765	56

13. Table 'B' – Subjective Analysis for the General Fund is as follows:

Expenditure type	Forecast Outturn (Before use of Reserves) £000
Staffing Costs	17,036
Premises and Transport	914
Supplies and Services	3,281
Third Party Payments	55,645
Other Payments	11,441
Total Expenditure	88,316
Income	(14,860)
Grants	(17,106)
Total Income	(31,966)
Net Expenditure	56,350

14. **Housing (GF)** is projecting an outturn in line with the budget. The service is on target to achieve a total of £0.280m of efficiencies that have been built into the 2012/13 budget, comprised of harmonisation of the Housing Needs service and a reduction in costs at the Traveller sites.

15. The **Adult Social Care** service is projecting an under spend of £0.051m (under spend of £1.232m at Quarter One). Within this service area is Older People package costs which are currently showing an over spend of £0.210m. People are living longer and the costs of dementia are on the increase. The budget setting process included an increase in demography of 5%, equivalent to £1.8m. This also has to cover the cost of former self funders requiring local authority support.

The year-to-date position on Adult Social care is an under spend of £2.7m which indicates a much higher forecast under spend for the full year. Whilst some budgets have been profiled, including Transitions, there are some areas of activity where the pattern of spend will increase later in the year due to phased recruitment and new projects.

Within **Physical Disabilities**, the overall position on care packages is an under spend of £0.521m (under spend of £0.636m at Quarter One). This largely reflects reductions in nursing placement/diversion of funding to health. Additional budget was provided for Transitions from Children's Services and ten new cases are being reviewed currently.

16. Within the **Older People** client service group, the impact of former self funders continues to be tracked. Thirteen service users in this category have required council support during the first half year at an estimated full year cost of £0.214m. This is in line with the equivalent period in 2011/12 but, given the current financial climate, this trend is unlikely to diminish and will continue to put pressure on the Council's budget.
17. Challenging efficiency targets were set against the Older People service area and these are mainly on track. The Reablement service continues to achieve reductions in care with 1,125 hours in the first half year, which is equivalent to a saving of £0.156m with a projected full year saving of £0.214m. It is evident that whilst this activity is reducing costs to the Council it is not able to completely mitigate the costs of the demographic increases.
18. The **Learning Disabilities** service area is projecting to be on budget after the planned use of reserves. A reserve of £0.566m is held to meet the expected impact of two major de-registering providers but this process has been delayed and the reserve is expected to cover all current year costs.
19. The **Commissioning** service is projecting an over spend of £0.071m. This is a combination of an over spend on contracts of £0.201m offset by a projected under spend of £0.250m on dementia fee uplifts. Customer income is projected to over achieve by £0.139m against budget within the **Business & Performance** service area.

Detailed Commentaries

Director

20. The over spend of £0.018m is a result of unachieved managed vacancy factor and additional administration support costs.

Assistant Director – Housing (GF)

- 21.1 Across Housing Operations there is a positive variance of £0.051m (£0.016m in June) between expenditure and budget to date, and a full year forecast indicating it will be on budget.
- 21.2 The current under spend reflects the fact that repairs and maintenance costs are below profile at the Travellers sites, however expenditure is predicted to increase during the second half of the year with an outturn in line with the budget.
- 21.3 With effect from 1 April 2012 the Housing Needs service has been harmonised throughout the Central Bedfordshire area. Prior to that date the service was split between the south (Council provided) and north (provided by a Housing Association under contract).
- 21.4 This process has enabled an efficiency of £0.200m to be incorporated into the Housing (GF) budget, achieved by contractual savings and a reduction in overall staffing numbers. It is forecast that this efficiency will be fully achieved in 2012/13.

- 21.5 A further efficiency of £0.080m has been identified for the 2012/13 budget at the Traveller sites. The installation of meters, along with other works undertaken at the Traveller sites in 2011/12, has resulted in a reduction in staff time required. There has also been a significant reduction in water and electricity bills for the Council. These factors should ensure that the efficiency will be fully achieved and the 2012/13 outturn will be in line with the budget.

Assistant Director – Adult Social Care

- 22.0 The overall position is an under spend of £0.051m. The highest risk areas for external care packages are reporting an over spend of £0.210m for Older People, an under spend of £0.521m for People with Physical Disabilities and an on budget for People with Learning Disabilities. Further details are provided below.

22.1 **Older people**

The packages budget for older people included demographic growth of £1.8m but also efficiencies of £1.4m relating to reductions in residential placements together with savings from the activity around reablement and personal budgets.

22.2 **Residential Care**

An over spend of £0.344m is forecast based on current commitments. The number of service users has reduced by 15 since the end of March 2012. For the first half year, there have been 21 cases relating to a 12 week disregard period and 8 former self funders requiring local authority support. At the end of Quarter 2 residential placements numbers stood at 521, 17 less than at as March 2012. Of these, 262 were in residential block beds (95% occupancy versus 93% at the end of March 2012) and 259 in spot purchased beds (277 at the end of March 2012).

22.3 **Nursing care**

An over spend of £0.004m is forecast. The number of service users has remained the same since the end of March 2012. For the half year there have been 8 cases relating to a 12 week disregard period and 5 former self funders requiring local authority support.

22.4 **Home care**

Home care is forecast to under spend by £0.111m. The Reablement service has achieved reductions in hours for the half year of 1,125 hours with a full year projected saving of £0.214m. Review of home care packages has resulted in savings of £0.342m for the first half year with projected full year savings of £0.407m.

22.5 **Respite Care**

An under spend of £0.364m is forecast. Respite care in response to emergency situations/crises is diminishing as a result of services put in place such as the Step-up, Step Down facility at Greenacres and the new Short Stay Medical Unit.

22.6 **Physical Disabilities**

The overall position on care packages is an under spend of £0.521m. This largely reflects reductions in nursing placement/diversion of funding to health. Additional budget was provided for Transitions from Children's Services and, whilst ten customers are currently being reviewed by the T Independent Living Team, there is no forecast associated with this group.

22.7 **Learning Disability**

The forecast on external care packages is on budget after the planned use of reserves. An earmarked reserve of £0.566m was brought forward from 2012/13 to address the risk associated with Ordinary Residence transfers. Delays in the de-registration process mean that all costs in the current year can be met from the reserve. There are some significant variances within care package lines including an over spend of £0.148m on day care (due to the anticipated re-provision of in-house services), a projected shortfall on other local authority income of £0.171m reflecting a reduction in the use of in-house services by another local authorities but these are offset by under spends on other care package lines including use of other local authority provision £0.268m.

22.8 For Learning Disabilities direct services there is a projected under spend of £0.062m.

22.9 **Other variances**

There are a number of other variances that are explained below:

- The Reablement Service is showing a projected under spend of £0.109m; this reflects an under spend on pay within the Intermediate Care Team.
- The BUPA block is showing a projected under spend of £0.131m reflecting additional income from other local authorities of £0.051m and uncommitted contract budget of £0.079m

Assistant Director – Commissioning

23.0 An under spend of £0.071m is forecast comprising projected under spends of £0.199m within AD Commissioning and £0.064m within BDAT which together offset overspends on contracts of £0.201m.

23.1 The Campus Closure re-provision programme for people with learning disabilities is projected to spend £0.175m which is will be met fully from an earmarked reserve.

23.2 The AD Commissioning budget includes £0.400m set aside to meet the potential costs arising from a revised fee policy for dementia for residential and nursing placements. Of this, £0.150m is now forecast to be used resulting in a projected under spend of £0.250m.

23.3 There are pressures within the following contracts:

Equipment Pooled Budget £0.066m – reduced recycled equipment

Bedford Hospital SLA £0.067m – enhanced services,

Mental Health Contracts £0.104m – possible unachieved efficiency

Intermediate Care / Rapid Intervention £0.070m – possible unachieved efficiency.

Assistant Director – Business and Performance

24. An over spend of £0.162m is forecast. There is a projected over spend of £0.285m reflecting base budget pressure 2012/13 not met from reserve, which will be funded from the surplus amount forecast for the increase in the dementia fees. The over spend is offset to some extent by over achieved customer income of £0.139m.

Revenue Virement Requests

25. A virement of £0.260m from Learning Disabilities care packages has been made to fund the implementation of Personalisation within the under 65 Mental Health care packages service area.

Achieving Efficiencies

- 26.0 A number of efficiencies were built into the 2012/13 base budget.
- 26.1 For 2012/13 the efficiencies amount to £4.265m. The overall position of the efficiencies programme is a forecast outturn of £4.494m which is an over-achievement of £0.229m.
- 26.2 There are three efficiencies which are forecast to exceed their target:
- High cost placement cost reductions £0.495m
 - Jointly commissioned services £0.194m
 - Review of domiciliary care packages £0.108m

Reserves position

- 27.0 Appendix C shows the full list of reserves for the directorate. The total General Fund reserves available as at April 2012 were £4.007m.
- 27.1 In respect of the Campus Closure capital project, £0.175m is projected to be drawn down from the reserve leaving £0.426m to meet the costs of the final schemes.
- 27.2 The Social Care Reform reserve currently stands at £0.242m and will be used to finalise Personalisation and improvement projects.
- 27.3 The Deregistration of Care Homes Reserve is being utilised to meet the costs of new Learning Disabilities cases arising from Ordinary Residence. An amount of £0.133m is forecast to be used. The remaining balance will be used during 2013/14 and 2014/15 subject to progress made on de-registering by two major providers within Central Bedfordshire.
- 27.4 No use of the Disabled Facilities Grant reserve of £0.475m is currently assumed. The amount required is subject to level of demand as reported through the capital budget monitoring process.
- 27.5 Use of the £0.305m Supporting People reserve is subject to on-going contract negotiations with supported housing providers.
- 27.6 The Greenacres Step-up, Step down reserve of £0.674m will fund the operational costs of the unit in 2012/13 and will be almost fully used by March 2013.
- 27.7 It is proposed that the Outcomes Based Commissioning reserve, which includes Residential Futures and service modernisation, is increased to reflect the likely costs of these projects. An assessment of the amount required is currently being undertaken.

Debt Analysis

28.0 General Fund

General Fund debt at the end of Quarter 2 2012/13 stood at £5.96m (£8.4m for Quarter 1) of which £2.1m was house sales debt, £2.2m Health Service debt and £0.2m other Local Authorities. Of the remaining general debt of £1.5m, £1.0m (68%) is more than 60 days old. This includes legacy debt of £0.335m as well as Central Bedfordshire debt. Of the debt aged more than 60 days, 19% is under query and 4% flagged for write-off. Excluding the Health Service and house sales debt, there are 30 debtors whose outstanding balance is greater than £0.010m, all of which are under active management.

Appendices:

Appendix A Net Revenue Position Full Analysis

Appendix B Reserves

Appendix C Debt Analysis

Background papers: None

Location of papers: Technology House

	Cumulative to Date					Year					Risk	RAG	Outturn as % of Budget	Activity level Medium/High risk budgets (COMMENTARY)
	Budget	Actual	Use of reserves	Variance after reserves	Approved Budget	Forecast Outturn	Forecast Variance	Proposed use of Earmarked reserves	Outturn Variance after use of earmarked reserves.					
	£000	£000	£000	£000	£000	£000	£000	£000	£000					
Director of Social Care, Health, Housing	20	101		81	39	57	17		17	44%	LOW	red	Overspend on pay due to additional admin support & unachieved IMVF	
Housing Management (GF)	1,962	1,911	0	-51	3,925	3,923	-1		0	0%		green		
Supporting People	1,236	1,196		-39	2,471	2,471	0		0	0%	Low	green	Increased contract costs in second half of year will bring back to budget	
Prevention, Options & Inclusion (GF)	384	422		38	768	768	0		0	0%	High	green	Income for scheme managers will bring back to budget	
Private Sector Housing Options (GF)	318	313		-4	635	634	-1		-1	0%	Medium	green	On budget	
Housing Management (GF)	25	-21		-46	50	50	0		0	0%	Low	green	Repairs & maintenance spend to occur later in year will bring back to budget.	
Adult Social Care	27,795	25,161	-71	-2,704	55,500	55,488	-12	-39	-51	0%		green		
Asst Director Adult Social Care	-127	-134	-306	-313	-255	227	482	-510	-28	11%	Low	red	Projected underspend of £28k on IMCA	
Older People and Physical Disability Mgt	218	144		-74	437	436	0		0	0%	Low	green	On budget including full use of remaining Phys Dis contingency £152k	
Older People - Day Care	274	235		-39	549	469	-80		-80	-15%	Low	amber	Projected underspend of £47k and £30k on Houghton Regis and Biggleswade respectively	
Enablement	959	653		-306	1,919	1,809	-109		-109	-6%	Low	green	Underspend due to delays in recruitment in Support Planner broker teams £38k and in the Home from Hospital team £72k	
OPPD - Care Management Central	614	565		-49	1,228	1,343	115		115	9%	High	amber	Projected overspend on Luton and Dunstable hospital team of £24k due to additional staff supporting the SSMU, projected overspend on Review team of £78k and of £9k on Occupational Therapy.	
OPPD - Care Management North	7,066	6,464	302	-300	14,084	13,462	-622	604	-18	0%	High	green	Phys Dis - projected underspend of £52k. 65+ allowing for anticipated further costs of former self funders and general demography projected overspend of £210k. Also £150k potential pressure for Market Rate Supplement for social workers. Projected under spend on social work salaries of £28k	
OPPD - Care Management South	6,635	6,451		-184	13,236	13,724	488		488	4%	High	amber	See above	
LD & MH Management	179	126		-53	358	286	-71		-71	-20%	Low	amber	Projected underspend on pay of £72k	
Under 65 Mental Health Packages	370	220		-150	739	613	-126		-126	-17%	High	amber	Budget increased by £26k.	
Learning Disabilities - Assessment and Care Mgmt	6,552	5,669	-67	-949	13,094	13,191	98	-133	-35	0%	High	green	Forecast overspend on day care (linked to re-provision), domiciliary packages, Ordinary Residence new cases funded by reserve of £130k.	
Learning Disabilities - Direct Services	1,866	1,729		-137	3,733	3,671	-62		-62	-2%	Low	green	Savings on salaries due to vacancies	
Sheltered Employment	14	25		11	28	27	0		0	0%	Low	green		
Emergency Duty Team	70	75		5	140	148	8		8	6%	Medium	amber	Includes basic bed cost for Greenacres step-up, step down. Income from other local authority use of block beds £52k higher than budgeted. £8k uncommitted expenditure budget	
BUPA	3,106	2,940		-166	6,211	6,081	-131		-131	-2%	Medium	green		
Commissioning	2,417	2,657	-107	134	4,833	4,874	41	-112	-71	-1%		green	Overspend on pay due to use of interim £52k. £250k underspend re 65+ fee policy changes	
Asst Director Commissioning	246	237	-113	-123	493	520	27	-226	-199	-40%	Low	amber	Over spend on Pooled Equipment budget of £86k. Hospital Discharge SLA £67k due to OPAL project. Mental Health Contracts £104k, unachieved IMC/RIT efficiencies £70k	
Contracts	2,151	2,277		126	4,301	4,502	201		201	5%	Low	amber	Projected savings on new Supported Living schemes - allowing contribution of £29k to Residential Futures reserve	
LD Transfer	-626	-629	150	147	-1,252	-1,551	-299	299	0	0%	Medium	amber	Underspend on Substance Abuse packages £31k and savings BDAT salaries due to vacancies/freeze £32k	
Bedfordshire Drug Action Team	51	15		-36	102	37	-65		-65	-63%	Low	amber		

	Cumulative to Date			Year							Risk	RAG	Outturn as % of Budget	Activity level Medium/High risk budgets (COMMENTARY)
	Budget	Actual	Use of reserves	Variance after reserves	Approved Budget	Forecast Outturn	Forecast Variance	Proposed use of Earmarked reserves	Outturn Variance after use of earmarked reserves.					
Personalisation	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	0%	green	Low	
	290	326	36	579	581	-2	-2	-2	-2	-2				
Commissioning	304	432	-143	-16	609	178	-185	-7	-7	-7	-1%	green	Medium	£175k spend on campus closure to be met from reserves.
Business and Performance	-4,330	-4,211	-42	77	-8,712	719	-557	162	-2%	green				
Asst Director Business & Performance	-290	143	-42	391	-579	263	-557	285	-49%	amber			Low	£89k use of Social Care Reform reserve
Business Systems	396	327	-69	791	791	7	7	7	1%	green			Low	
Business Infrastructure	356	327	-29	712	712	9	9	9	1%	amber			Low	
Customer Contributions	-4,792	-5,008	-216	-216	-9,635	-139	-9,774	-139	1%	amber			Medium	Residential fees over-achieved by £556k, all fees and charges under-achieved (Total £10k shortfall)/respite care (nil shortfall), nursing care (£106k shortfall) and house sales (£331k shortfall).
Sub-total Social Care, Health and Housing General Fund	27,864	25,619	-219	-2,464	55,686	764	-708	56	0.10%	green				

Appendix B

Earmarked Reserves - 2012/13 September

Description	Opening Balance 2012/13	Planned Transfer to Reserves	Spend against reserves	Release of reserves	Proposed Closing Balance 2012/13
	£000	£000	£000	£000	£000
Social Care Health and Housing General Fund Reserves					
Social Care Reform Grant	331	0	89	0	242
Deregistration of Care Homes	566	0	133	0	433
LD Campus Closure	601	0	175	0	426
Supporting People	305	0	0	0	305
Reablement 10/11	222	0	120	0	102
Winter Pressure 10/11	348	0	348	0	0
Outcome Based Commissioning	347	903	236	0	1,014
Mental Health Action Plan	138	0	0	0	138
Step up/Step down	674	0	510	0	164
Disabled Facilities Grant revenue funding	475	0	0	0	475
GRAND TOTAL	4,007	903	1,611	0	3,299

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Appendix C

DIRECTORATE DEBT AT 30th SEPTEMBER 2012

	Total Debt	Amt. Due	Amt. Overdue	From 1 to 30 Days	From 31 to 60 Days	From 61 to 90 Days	From 91 to 365 Days	1 to 2 yrs	Over 2 yrs
General Debt	1,463,566	333,191	1,130,374	82,936	47,642	55,792	261,903	236,645	444,457
Charges on property - residential and nursing placements	2,083,559	30,367	2,053,192	35,941	86,571	65,190	596,718	383,992	884,781
Health Service	2,230,685	423,766	1,806,919	850,380	830,557	3,609	94,682	9,864	17,827
Other Local Authorities	179,123	7,500	171,623	171,623	0	0	0	0	0
Total	5,956,933	794,824	5,162,109	1,140,880	964,769	124,591	953,302	630,501	1,347,065
		13.34%	86.66%	22.10%	18.69%	2.41%	18.47%	12.21%	26.10%

ANALYSIS OF DEBT BY VALUE, AGE AND VOLUME

Debt profile	No of debtors	Total Debt Value: 0-14 Days £'000	15-30 days £'000	31-60 days £'000	61-90 days £'000	91-365 days £'000	1 to 2 yrs £'000	Over 2 yrs £'000
Over £100k	1	171,754	7,500	164,254	-	-	-	-
Between £50k and £100k	3	164,712	-	13,589	13,478	20,984	103,068	103,068
Between £10k and £50k	26	479,526	30,669	8,482	3,790	26,121	303,544	303,544
Between £1k and £10k	193	568,576	107,735	52,546	24,947	15,422	236,599	236,599
Under £1k	1491	257,230	195,072	15,929	5,572	1,089	37,315	37,315
Total Debt	1714	1,641,798	340,976	254,799	47,787	261,484	680,526	680,526
Age Ratio		100.00%	20.77%	15.52%	2.91%	3.42%	41.45%	15.93%

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Meeting: Social Care, Health and Housing Overview and Scrutiny Committee
Date: 17 December 2012
Subject: Revenue and Capital Budget Management Report for period ended 30th September 2012 for Housing Revenue Account (HRA)
Report of: Cllr Carole Hegley, Executive Member for Social Care, Health & Housing.
Summary: The report provides information on the 2012/13 Housing Revenue Account revenue and capital position as at Quarter 2 and the forecast outturn position.

Advising Officer: Julie Ogley, Director of Social Care, Health and Housing
Contact Officer: Nick Murley, Assistant Director Business & Performance
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

Sound financial management contributes to the Council's Value for Money and enables the Council to successfully deliver its priorities. The recommendations will contribute indirectly to all 5 Council priorities.

Financial:

1. The financial implications are set out in the report.

Legal:

2. None.

Risk Management:

3. None.

Staffing (including Trades Unions):

4. Any staffing reductions will be carried out in accordance with the Council's Managing Change Policy and in consultation with the Trades Unions.

Equalities/Human Rights:

5. Equality Impact Assessments were undertaken prior to the allocation of the 2012/13 budgets and each Directorate was advised of significant equality implications relating to their budget proposals.

Public Health:

6. None.

Community Safety:

7. None.

Sustainability:

8. None.

Procurement:

9. None.

RECOMMENDATION:

The Committee is asked to note the Housing Revenue Account financial position as at the end of September 2012.

Introduction

10. The report sets out the financial position to the end of September 2012.

Executive Summary

11. On 1 April 2012 the financing arrangements for the Housing Revenue Account (HRA) underwent radical reform. The Council is no longer required to make an annual contribution to a national scheme of redistribution (the Housing Subsidy scheme). This has been replaced by a system of Self-Financing, which has entailed the Council undertaking on debt of £165m.
12. The debt structure chosen has given the Council the flexibility to balance asset management and regeneration priorities against the need to make debt repayments.
13. The change from subsidy to self-financing has released approximately £4m per year, which has initially been allocated to the earmarked reserve for Sheltered Housing Re-provision (SHR) and development of the Asset Management Strategy (£2.8m), and the existing capital programme (£1.2m).
14. The two key variances for the HRA as at the end of quarter two are due to a higher amount of income from rents (£0.800m) and lower interest costs from the self financing debt (£0.762m).
15. Under the rent restructuring guidelines the Council sets the rent levels based on the government determination in November, however in the past the rate of this increase has been reduced by government as late as March preceding the new financial year. In view of this the Council took a prudent view of the level of rental income when setting the 2012/13 budget. As the proposed increase was fully implemented an additional £0.800m of income is predicted in this financial year.
16. A further saving of £0.762m has been achieved due to lower than budgeted interest costs. The average interest rate actually achieved on the Council's self-financing debt for 2012/13 is 2.41%, as opposed to 3.00% in the budget build. The lower average rate is the result of the Council's decision to take approximately a quarter of the self-financing debt on a variable rate basis, at an average interest rate of only 0.58%.

17. It is proposed to use part of the above surplus budget to finance increased Capital programme costs (£0.410m) with the remainder to be used to offset minor operational budget variations (£0.049m), increase the amount set aside for debt repayment (£0.303m) and increase the contributions to reserves (£0.800m).
18. The 2012/13 budget for the HRA anticipates a contribution to the Sheltered Housing Re-Provision reserve of £2.750m. The analysis above shows that a contribution to reserves of £3.550m will be possible.
19. Although this is a favourable position it is still necessary to undertake an assessment of the likely impact of small scale regeneration schemes and the challenging investment requirements of existing stock against the need to repay debt. Until this has been undertaken a final use for this additional revenue is still to be determined.
20. The year end forecast outturn position is £0.410m higher than budget for the HRA Capital Programme (£0.000m in June). This is due to increased demand for disabled adaptations to Council properties.
21. The Council has adopted a Treasury Management strategy that can be adapted to suit the needs of the Landlord Services Business Plan, so that debt repayment can be delayed to enable greater investment in the Capital programme to take place in the short to medium term.
22. The interest rate for the HRA's variable rate debt is fixed on a six monthly basis, with the most recent change occurring at the end of September. This rate dropped from 0.62% to 0.54% and will not change again until the end of March 2013.

Detailed Commentary

23. The HRA annual expenditure budget is £22.670m and income budget is £25.420m, which allows a contribution of £2.750m to the Sheltered Housing Re-Provision Reserve (SHR) to present a net budget of zero. A subjective breakdown of budget, year to date position and forecast outturn is shown below.

	2012/13 Budget	Budget YTD	Actual YTD	Variance YTD	Full Year Forecast	Variance Full Year Forecast to Budget
	£m	£m	£m	£m	£m	£m
Total Income	(25.420)	(12.710)	(12.813)	(0.103)	(26.256)	(0.836)
Housing Management	4.255	2.128	2.149	0.021	4.301	0.046
Asset Management	0.864	0.432	0.476	0.044	0.918	0.054
Corporate Resources	1.272	0.635	0.659	0.024	1.298	0.026
Maintenance	4.681	2.341	2.465	0.124	4.690	0.009
Debt related costs	0.169	0.085	0	(0.085)	0.119	(0.050)
RCCO*	5.942	2.971	2.971	0	6.352	0.410
Efficiency Programme	(0.400)	(0.200)	(0.200)	0	(0.400)	0
Interest repayment	4.739	2.369	2.065	(0.304)	3.977	(0.762)
Principal repayment / Set aside	1.148	0.574	0.744	0.170	1.451	0.303
TOTAL Expenditure	22.670	11.335	11.329	(0.006)	22.706	0.036
Contribution to / (from) reserve (actioned at year end)	(2.750)	(1.375) [^]	(1.484) [^]	(0.109) [^]	(3.550)	(0.800)
Net Expenditure	0	0	0	0	0	0

*Revenue Contribution to Capital Outlay

[^] Included for balancing and illustrative purposes only

24. The Revenue Contribution to Capital Outlay (RCCO) shown above represents the funding of the HRA's Capital programme from Revenue. Further detail on funding of the Capital programme is shown in the Capital Programme update below.

25. Debt related costs are comprised of interest costs (£4.739m in the budget) and an amount set aside, either for debt repayment, reserves or investment purposes (£1.148m in the budget). At the time of the budget a prudent view was taken on the average interest rate that would be payable during 2012/13, assuming a rate of 3.00%. The average interest rate actually achieved on the Council's self-financing debt for 2012/13 is 2.41%. This has resulted in a reduction in interest payments due from £4.739m to £3.977m.
26. This has released an additional £0.762m into the HRA. At the current time it is proposed that £0.410m will be used to increase RCCO with a further £0.303m added to funds being set aside, to make a total of £1.451m. The additional £0.049m is earmarked to offside other minor variances.
27. Proposals to confirm the use of the funds set aside will be formulated once the Asset Management Strategy is completed and approved.
28. Due to the unique nature of the HRA under self-financing, where rental income is the predominant source of financing, all expenditures have to be paid either from rental income streams or existing reserves.
29. Released from the constraints of the former subsidy system, the Council has an opportunity to develop a new strategic approach for the HRA which will involve investment both in new build and redevelopment.
30. It is likely that a great proportion of this investment will be targeted at the needs of an ageing population, and appraisal work is currently underway to evaluate potential Extra Care schemes.
31. At the same time a new Asset Management Strategy is being developed so that the Council can assess the needs of its existing stock, which includes challenging investment requirements and Sheltered Housing schemes that are in need of improvement.
32. The results of the independent Stock Condition Survey have been received and validated, giving the Council assurance that the amounts set aside in the Business Plan are sufficient to maintain the stock in its current condition.
33. It is proposed that as part of its new strategy the Council will retain its commitment to maintaining the Decent Homes standard for its stock of Council houses, with funding provided in the HRA's Capital programme.

Treasury Management

34. In considering its Treasury Management Strategy in relation to self financing, the Council sought the greatest possible flexibility in terms of repaying the debt of £165m.
35. This has been achieved by taking the full portfolio of loans on a maturity (interest only) basis, with approximately a quarter of the loans (£44.995m) at a variable rate of interest.
36. The interest rate charged by PWLB on the HRA's variable rate debts is fixed on a 6 monthly basis. This rate dropped from 0.62% (March) to 0.54% (September), delivering a saving of £0.018m in interest costs.
37. As the variable rate has been fixed for the remainder of the financial year it is now possible to calculate the interest costs that will be payable for the whole financial year. The average rate of interest on HRA debt for 2012/13 will be 2.41% at a cost of £3.977m

38. The variable proportion of the debt can be repaid at any time without penalty, allowing the Council the flexibility to repay debt when it chooses.
39. This strategy has been designed to support the HRA Business Plan, which is used to forecast income, revenue and capital expenditure, debt related costs and reserves over a 30 year period.

Revenue Virement Requests

40. There are currently no proposed virements over £0.100m to report.

Achieving Efficiencies

41. As part of the 2012/13 budget build the HRA revenue budget was reduced by £0.400m as part of the Council's efficiency programme.
42. Since 2010 the Council has been using Housemark to provide a benchmarking service.
43. The analysis provided by Housemark has assisted the Council in identifying the areas where HRA budgets are higher relative to other stock retained authorities. This has enabled efficiencies in staffing, reduced void periods, increased rental income and reduced repairs costs to be identified.
44. The HRA efficiency programme is on target to be fully achieved in 2012/13.

Reserves position

45. The total reserves available as at April 2012 were £4.105m and the current forecast indicates that an additional £3.550m (£3.550m in June) will be transferred to HRA reserves at the year end.

Debt Analysis

46. Total current and former tenant arrears were £0.992m at the end of September (£0.971m June). Current arrears are £0.579m or 2.12% of the annual rent debit of £27.280m (£0.590m or 2.17% June). The figure of 2.12% is a 0.07% adverse variance against a target of 2.05%.
47. Performance on former tenant arrears is 1.52% against a target of 1.00%, leaving a balance of £0.413m (1.40% with a balance of £0.381m June).
48. In addition to tenant arrears clients are invoiced for rents at a small stock of shops owned by the HRA, leaseholders who purchased flats via the Right to Buy scheme are invoiced for service charges and ground rent, and tenants/former tenants are invoiced for damages they are responsible for. There are currently £0.147m of arrears.
49. In the first half of the year £0.038m of tenant arrears were written off as bad debts (£0.034m up to June).

Risks and Upsides

50. There are no risks or upsides to report.

Status of Capital Programme

51. The following table summarises the position as at the end of September.

	Full Year Forecast Variance		
	Budget £'000	Forecast £'000	Variance £'000
General Enhancements	250	250	0
Garage Refurbishment	50	50	0
Paths & Fences Siteworks	60	60	0
Estate Improvements	250	250	0
Energy Conservation	250	250	0
Roof Replacement	240	325	85
Central Heating Installation	1,050	1,050	0
Rewiring	340	340	0
Kitchens and Bathrooms	1,100	1,100	0
Central Heating Communal	176	176	0
Secure Door Entry	350	350	0
Structural Repairs	150	150	0
Aids & Adaptations	450	870	420
Capitalised Salaries	343	343	0
Asbestos Management	58	128	70
Stock Remodelling	450	450	0
Drainage and Water Supply	175	10	(165)
Plasticisation	400	400	0
TOTAL	6,142	6,552	410

52. As a result of the change from the Subsidy system to Self-Financing an additional £1.2m was allocated to the 2012/13 HRA Capital Programme.
53. This additional budget is partially earmarked to replace wooden fascia boards with plastic boards (Plasticisation), which will create savings within the external decorations budget. The other element is earmarked for stock remodelling projects, which range from replacing flat roofing to solid wall insulation.
54. An over spend of £0.085m is predicted on the roof replacement budget, as the roofs identified for replacement in this year's programme involve a higher than average replacement cost.
55. This is offset by savings in the Drainage and Water Supply programme, partially due to changes in legislation regarding responsibility for waste drains.

56. Demand for disabled adaptations for Council tenants has exceeded the profiled budget. In the first half of the year 58 Disabled Facility Grants (DFG) have been completed. It is now anticipated that the outturn will be £0.870m (on budget in June) against a budget of £0.450m.
57. It is proposed to finance this spend from funding that has been set aside in the business plan for debt repayment. As mentioned above this is subject to approval.
58. A review has been scoped to evaluate the DFG programme. The purpose of this review will be to ensure that those requiring such works are treated equitably and that the process provides Value for Money for the Council, tenants and council tax payers.
59. The budgeted HRA capital programme is financed predominantly from revenue contributions (£5.942m), with a small proportion funded by capital receipts from Right to Buy sales (anticipated to be a contribution of £0.200m).

Appendices: None

Background papers: None

Meeting: Social Care Health and Housing Overview & Scrutiny Committee
Date: 17 December 2012
Subject: Work Programme 2012/2013 & Executive Forward Plan
Report of: Richard Carr, Chief Executive
Summary: The report provides Members with details of the current Committee work programme and the latest Executive Forward Plan.

Contact Officer: Jonathon Partridge, Scrutiny Policy Adviser (0300 300 4634)
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

The work programme of the Social Care Health and Housing Overview & Scrutiny Committee will contribute indirectly to all of the Council priorities.

Financial:

1. Not applicable.

Legal:

2. Not applicable.

Risk Management:

3. Not applicable.

Staffing (including Trades Unions):

4. Not applicable.

Equalities/Human Rights:

5. Not applicable.

Public Health

6. Not applicable.

Community Safety:

7. Not applicable.

Sustainability:

8. Not applicable.

Procurement:

9. Not applicable.

RECOMMENDATION(S):

1. that the Social Care Health and Housing Overview & Scrutiny Committee
 - (a) considers and approves the draft work programme attached, subject to any further amendments it may wish to make;
 - (b) considers the Executive Forward Plan; and
 - (c) considers whether it wishes to add any further items to the work programme.

Work Programme

10. Attached at **Appendix A** is the current work programme for the Committee. The Committee is requested to consider the programme and amend or add to it as necessary. This will allow officers to plan accordingly but will not preclude further items being added during the course of the year if Members so wish and capacity exists.
11. Also attached at **Appendix B** is the latest version of the Executive's Forward Plan so that Overview & Scrutiny Members are fully aware of the key issues Executive Members will be taking decisions upon in the coming months. Those items relating specifically to this Committee's terms of reference are shaded in grey.

Task Forces

12. The Committee has currently established Task Forces to cover the following:-
 - A Joint Health Overview and Scrutiny Task Force to consider the review of acute services in the South East Midlands region (the Healthier Together programme);
 - hospital discharge in Central Bedfordshire; and
 - the strategic change agenda for housing.

Conclusion

13. Members are requested to consider and agree the attached work programme, subject to any further amendments/additions they may wish to make and highlight those items within it where they may wish to establish a Task Force to assist the Committee in its work.

Appendices:

Appendix A – Social Care Health and Housing OSC Work Programme
Appendix B – The latest Executive Forward Plan.

Background Papers: (open to public inspection)
None

Location of papers: Priory House, Chicksands

Appendix A

Work Programme for Social Care, Health and Housing Overview & Scrutiny Committee 2012 - 2013

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
1.	21 January 2013	2013/14 Draft Budget	To consider the Social Care, Health and Housing draft budget for 2013/14	Executive: 05 February 2013
2.	21 January 2013	Fees and Charges 13/14	To receive the draft fees and charges for 13/14 for the Social Care, Health and Housing directorate.	
3.	21 January 2013	Prevalence of Problem Drug Use	To consider activity undertaken by the Council in relation to the prevalence of problem drug users.	This presentation was requested by the OSC at their meeting on 18 June 2012 to be considered by the appropriate OSC. An invitation will be extended to all SCOSC Members to attend due to the cross-over of this issue.
4.	21 January 2013	Tenant Scrutiny	To consider arrangements for tenant scrutiny and their implications for the Social Care, Health and Housing OSC	For Members to inform proposals Executive: TBC
5.	21 January 2013	Cardiology Services	To consider a report in relation to a redesign of cardiology services.	For comment
6.	21 January 2013	Ophthalmology Service	To consider a report relating to proposals for ophthalmology services	For comment

NOT PROTECTED

Note: an item on the Committee's work programme and updates from LINK and the Executive Member will be received at each meeting

Last Update: 04 December 2012

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
7.	21 January 2013	Adult/Child Eating Disorders	To consider a report relating to proposals for a redesign of the Eating Disorder pathway for adults and children	For comment
8.	21 January 2013	Mental Health	To receive a presentation relating to mental health and the implications of loneliness on a persons mental health	This presentation was requested by the OSC at their meeting on 18 June 2012 and it has been recommended that this be delivered with support from SEPT.
9.	21 January 2013	Commissioning for Outcomes in Domiciliary and Residential Care	To receive an update on Commissioning for outcomes	For information
10.	21 January 2013	NHS 111 care number Update	To provide a progress report to Members prior to the launch of the NHS 111 service	For information
11.	04 March 2013	Tenancy Strategy	To receive the draft Tenancy Strategy for Central Bedfordshire in light of public consultation	For comment. Executive: 19 March 2013
12.	29 April 2013	Q3 Budget Monitoring Report	To receive Q3 reports for the Social Care Health and Housing Directorate in relation to (1) Capital Budget; (2) Revenue Budget; and (3) Housing Revenue Account	Executive: 19 March 2013 Reporting by exception

NOT PROTECTED

Note: an item on the Committee's work programme and updates from LINK and the Executive Member will be received at each meeting

Last Update: 04 December 2012

Ref	Indicative Overview & Scrutiny Meeting Date	Report Title	Report Description	Comment
13.	29 April 2013	Q3 Performance Monitoring Report	To receive the Q3 performance position for the Social Care Health and Housing Directorate.	Executive: 19 March 2013 Reporting by exception
14.	10 June 2013	Homelessness Strategy	To consider the Homelessness Strategy	For Members to inform proposals Executive: TBC
15.	10 June 2013	Allocations Policy		For Members to inform proposals Executive: TBC

NOT PROTECTED

Note: an item on the Committee's work programme and updates from LINK and the Executive Member will be received at each meeting

Last Update: 04 December 2012

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Appendix B

Central Bedfordshire Council Forward Plan of Key Decisions 1 January 2013 to 31 December 2013

- 1) During the period from **1 January 2013 to 31 December 2013**, Central Bedfordshire Council plans to make key decisions on the issues set out below. “Key decisions” relate to those decisions of the Executive which are likely:
 - to result in the incurring of expenditure which is, or the making of savings which are, significant (namely £200,000 or above per annum) having regard to the budget for the service or function to which the decision relates; or
 - to be significant in terms of their effects on communities living or working in an area comprising one or more wards in the area of Central Bedfordshire.
- 2) The Forward Plan is a general guide to the key decisions to be determined by the Executive and will be updated on a monthly basis. Key decisions will be taken by the Executive as a whole. The Members of the Executive are:

Cllr James Jamieson	Leader of the Council and Chairman of the Executive
Cllr Maurice Jones	Deputy Leader and Executive Member for Corporate Resources
Cllr Mark Versallion	Executive Member for Children’s Services
Cllr Mrs Carole Hegley	Executive Member for Social Care, Health and Housing
Cllr Nigel Young	Executive Member for Sustainable Communities – Strategic Planning and Economic Development
Cllr Brian Spurr	Executive Member for Sustainable Communities - Services
Cllr Mrs Tricia Turner MBE	Executive Member for Economic Partnerships
Cllr Richard Stay	Executive Member for External Affairs

- 3) Whilst the majority of the Executive’s business at the meetings listed in this Forward Plan will be open to the public and media organisations to attend, there will inevitably be some business to be considered that contains, for example, confidential, commercially sensitive or personal information.

This is a formal notice under the Local Authorities (Executive Arrangements)(Meetings and Access to Information)(England) Regulations 2012 that part of the Executive meeting listed in this Forward Plan will be held in private because the agenda and reports for the meeting will contain exempt information under Part 1 of Schedule 12A to the Local Government Act 1972 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it.

- 4) Those items identified for decision more than one month in advance may change in forthcoming Plans. Each new Plan supersedes the previous Plan. Any person who wishes to make representations to the Executive about the matter in respect of which the decision is to be made should do so to the officer whose telephone number and e-mail address are shown in the Forward Plan. Any correspondence should be sent to the contact officer at the relevant address as shown below. General questions about the Plan such as specific dates, should be addressed to the Committee Services Manager, Priory House, Monks Walk, Chicksands, Shefford SG17 5TQ.
- 5) The agendas for meetings of the Executive will be published as follows:

Meeting Date	Publication of Agenda
15 May 2012	3 May 2012
3 July 2012	21 June 2012
21 August 2012	9 August 2012
2 October 2012	20 September 2012
6 November 2012	25 October 2012
4 December 2012	22 November 2012
8 January 2013	20 December 2012
5 February 2013	24 January 2013
19 March 2013	7 March 2013
7 May 2013	25 April 2013
25 June 2013	13 June 2013

Central Bedfordshire Council

Forward Plan of Key Decisions for the period 1 January 2013 to 31 December 2013

Key Decisions

Date of Publication: 29 November 2012

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
1.	Central Bedfordshire CCTV Strategy -	To agree the CCTV Strategy for Central Bedfordshire.	8 January 2013	Key strategic partners will be consulted on the draft Strategy during July 2012. Further consultation on elements of the Strategy will be undertaken once the Strategy is agreed. Sustainable Communities Overview and Scrutiny Committee will consider the draft Strategy on 26 September 2012.	Report and draft Strategy	Executive Member for Sustainable Communities - Services Comments by 07/12/12 to Contact Officer: Jeanette Keyte, Head of Community Safety Email: jeanette.keyte@centralbedfordshire.gov.uk Tel: 0300 300 5257

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
2.	Approval of Award of the Corporate Call-Off Contract for the Provision of Technical Consultancy Services. -	In line with corporate procurement procedures, the Executive is required to approve contract values exceeding £500k. Intended decision: Approval of award of the Corporate Call-Off Contract for the Provision of Technical Consultancy Services. Please note that this is a joint procurement exercise.	8 January 2013		Evaluation and Moderation Report - Exempt under Paragraph 3	Executive Member for Social Care, Health and Housing, Deputy Leader and Executive Member for Corporate Resources Comments by 07/12/12 to Contact Officer: Alan Fleming, Service Director - Business Services Email: alan.fleming@centralbedfordshire.gov.uk Tel: 0300 300 6968
3.	Award of Kitchen and Bathroom Refurbishment Contract 2013 to 2016 to Council Housing Properties -	To award the preferred contractor for this service.	8 January 2013		Report on tenders Exempt Appendices - Exempt Paragraph 3	Executive Member for Social Care, Health and Housing Comments by 07/12/12 to Contact Officers: Ian Johnson, Housing Asset Manager or Basil Quinn, Housing Asset Manager Performance Email: ian.johnson@centralbedfordshire.gov.uk Tel: 0300 300 5205 or basil.quinn@centralbedfordshire.gov.uk Tel: 0300 300 5118

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
4.	Leisure Facility Strategy -	To adopt the Leisure Facility Strategy.	8 January 2013	<p>Communication and Consultation Plan identifies stakeholders and methods of consultation at key stages.</p> <p>Consultation on emerging issues April 2012.</p> <p>Consultation on issues and options October – December 2012.</p>	Leisure Facility Strategy	<p>Executive Member for Sustainable Communities - Services</p> <p>Comments by 07/12/12 to Contact Officer:</p> <p>Jill Dickinson, Head of Leisure Services</p> <p>Email: jill.dickinson@centralbedfordshire.gov.uk</p> <p>Tel: 0300 300 4258</p>
5.	School Funding Reforms -	To consider and comment on the work undertaken to implement the School Funding Reforms.	8 January 2013	<p>Central Bedfordshire Council has responded to three Department for Education Funding Consultations, 2 in 2011 and 1 in March 2012.</p> <p>Consultation with stakeholders between 4 and 28 September 2012.</p>	Report	<p>Executive Member for Children's Services</p> <p>Comments by 07/12/13 to Contact Officer:</p> <p>Helen Redding, Head of Learning and School Support</p> <p>Email: helen.redding@centralbedfordshire.gov.uk</p> <p>Tel: 0300 300 6057</p>

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6.	Commissioning Healthwatch Central Bedfordshire -	To adopt the approach being taken to commissioning Healthwatch Central Bedfordshire.	8 January 2013	<p>LINK Workshop – June 2011</p> <p>Community Stakeholders Conference – September 2011</p> <p>Healthwatch Steering Group (LINK, CBC, NHS) Workshop – March 2012</p> <p>Monthly updates to LINK Board and to public via LINK Bulletin since June 2012</p> <p>Voluntary and Community Sector Provider Workshop - August 2012</p> <p>Monthly 'Pathfinder' meetings of voluntary and community organisations and LINK since September 2012.</p>	Report	<p>Executive Member for Social Care, Health and Housing</p> <p>Comments by 07/12/12 to Contact Officer:</p> <p>James Robinson-Morley, Lead Commissioner (Carers & Service User Engagement)</p> <p>Email: james.robinson-morley@centralbedfordshire.gov.uk</p> <p>Tel: 0300 300 6681</p>
7.	A1 South Biggleswade Roundabout -	To consider the proposed development of an enlarged roundabout on the A1 at the South Biggleswade junction.	8 January 2013		Exempt Report - Exempt Paragraph 3	<p>Deputy Leader and Executive Member for Corporate Resources</p> <p>Comments by 07/12/2012 to Contact Officer:</p> <p>Peter Burt, MRICS, Head of Property Assets</p> <p>Email: peter.burt@centralbedfordshire.gov.uk</p> <p>Tel: 0300 300 5257</p>

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8.	Abolition of the Discretionary Social Fund and Transfer of Funding to Central Bedfordshire Council for a New Provision -	To approve the development of alternative provision to replace what is currently delivered by the discretionary aspects of the Social Fund.	5 February 2013	A wide-ranging consultation process will be planned to take place from October to December 2012.	Report and consultation responses	Executive Member for Social Care, Health and Housing Comments by 04/01/13 to Contact Officer: Tim Hoyle, Head of Business Systems Email: tim.hoyle@centralbedfordshire.gov.uk Tel: 0300 300 6065
9.	Contract for Refurbishment of Timberlands Gypsy and Travellers Site -	To award the contract to the preferred contractor for the refurbishment of Timberlands Gypsy and Travellers Site, Pepperstock, Slip End.	5 February 2013		Report Exempt Appendices - Exempt Paragraph 3	Executive Member for Social Care, Health and Housing Comments by 04/01/13 to Contact Officer: John Holman, Head of Housing Asset Management or Ian Johnson, Housing Asset Manager Email: john.holman@centralbedfordshire.gov.uk Tel: 0300 300 5069 or ian.johnson@centralbedfordshire.gov.uk Tel: 0300 300 5202

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
10.	Service Level Agreement for Fostering and Adoption with Bedford Borough Council -	To consider the future of the Service Level Agreement for Fostering and Adoption with Bedford Borough Council.	5 February 2013		Report	Executive Member for Children's Services Comments by 04/01/13 to Contact Officer: Fiona Mackirdy, Interim Head of Adoption and Fostering Email: fiona.mackirdy@centralbedfordshire.gov.uk Tel: 0300 300 6752
11.	Local Lettings Policy to Rural Exception Sites in Central Bedfordshire -	To adopt the Local Lettings Policy for Rural Exception Sites for Central Bedfordshire Council.	5 February 2013	A wide ranging public and stakeholder consultation has taken place between February 2012 and May 2012. Method via questionnaires and consultation workshop in April 2012. Social Care, Health and Housing Overview and Scrutiny Committee to be consulted on 17 December 2012.	Report	Executive Member for Social Care, Health and Housing Comments by 04/01/13 to Contact Officer: Hamid Khan, Head of Housing Needs Email: hamid.khan@centralbedfordshire.gov.uk Tel: 0300 300 5369

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12.	Implementation of the Refreshed School Organisation Plan: New School Places Programme 2013/14 - 2017/18 -	To consider the implementation of the refreshed School Organisation Plan: New School Places programme 2013/14 to 2017/18.	5 February 2013		Report	Executive Member for Children's Services Comments by 04/01/13 to Contact Officer: Pete Dudley, Assistant Director Children's Services (Learning & Strategic Commissioning) Email: pete.dudley@centralbedfordshire.gov.uk Tel: 0300 300 4203
13.	Council's Admissions Arrangements for the Academic Year 2014/15 -	To determine the Council's Admissions Arrangements for the Academic Year 2014/15.	5 February 2013		Report	Deputy Executive Members for Children's Services Comments by 04/01/13 to Contact Officer: Pete Dudley, Assistant Director Children's Services (Learning & Strategic Commissioning) Email: pete.dudley@centralbedfordshire.gov.uk Tel: 0300 300 4203

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14.	Land Rear of Central Garage, Cranfield Development Brief -	To endorse the Land Rear of Central Garage, Cranfield Development Brief for Development Management purposes.	5 February 2013	Members and Officers briefed from August 2012. Members and Officers briefed on 4 September 2012 at West Placemaking. Public exhibition on 13 November 2012. Public consultation between 13 November and 13 December 2012.	Land Rear of Central Garage, Cranfield Development Brief Site Allocations Development Plan Document (Adopted 2011)	Executive Member for Sustainable Communities - Strategic Planning and Economic Development Comments by 04/01/13 to Contact Officer: Stuart Robinson, Planning Officer (Project Support/Admin) Email: stuart.robinson@centralbedfordshire.gov.uk Tel: 0300 300 4236
15.	Astral Park Football Project -	To approve expenditure for playing pitches, changing facilities and car parking at Astral Park, Leighton Buzzard. The project is led by Leighton Linlade Town Council, with project management advice and support provided by Leisure Services. The scheme is funded entirely by Section 106 funds of £1.1m.	19 March 2013	Consultation carried out with Leighton Linlade Town Council.	Report	Executive Member for Sustainable Communities - Services Comments by 18/02/13 to Contact Officer: Jill Dickinson, Head of Leisure Services Email: jill.dickinson@centralbedfordshire.gov.uk Tel: 0300 300 4258

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
16.	Property Joint Ventures -	To consider property joint ventures.	19 March 2013		Report Joint Venture Examples	Deputy Leader and Executive Member for Corporate Resources Comments by 18/02/13 to Contact Officer: Peter Burt, MRICS, Head of Property Assets Email: peter.burt@centralbedfordshire.gov.uk Tel: 0300 300 5281
17.	Outdoor Access Improvement Plan -	To endorse the Outdoor Access Improvement Plan.	19 March 2013	The Central Bedfordshire and Luton Local Access Forum has established a sub group input into the development of the plan this will be followed by a full 13 week public consultation with both stakeholder and public engagement activities during period.	Report	Executive Member for Sustainable Communities - Services Comments by 18/02/13 to Contact Officer: Paul Cook, Head of Transport Strategy and Countryside Access Email: paul.cook@centralbedfordshire.gov.uk Tel: 0300 300 6999
18.	Revenue and Capital Quarter 3 Budget Monitor Reports -	To consider the revenue and capital quarter 3 budget monitor reports.	19 March 2013		Reports	Deputy Leader and Executive Member for Corporate Resources Comments by 18/02/13 to Contact Officer: Charles Warboys, Chief Finance Officer Email: charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
19.	Community Infrastructure Levy -	To approve the consultation and subsequent Submission of the Community Infrastructure Levy draft charging schedule.	19 March 2013		Report	Executive Member for Sustainable Communities - Strategic Planning and Economic Development Comments by 18/02/13 to Contact Officer: Jonathan Baldwin, Senior Planning Officer Email: jonathan.baldwin@centralbedfordshire.gov.uk Tel: 0300 300 5510
20.	Draft Gypsy and Traveller Plan -	To recommend to Council the draft Gypsy and Traveller Plan for approval prior to submission.	19 March 2013	In line with Regulation 18 of the new Town and Country Planning Regulations 2012, consultation will have been undertaken in autumn 2012 on what a Gypsy and Traveller plan ought to contain. This report follows that consultation and will propose the preferred sites and policies for Gypsy and Traveller provision.	Report and draft Plan	Executive Member for Sustainable Communities - Strategic Planning and Economic Development Comments by 06/04/13 to Contact Officer: Richard Fox, Head of Development Planning and Housing Strategy Email: richard.fox@centralbedfordshire.gov.uk Tel: 0300 300 4105

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
21.	East Leighton Linslade Framework Plan -	To consider the east Leighton Linslade Framework Plan for the delivery of up to 2,500 dwellings and 16 hectares of employment land together with its supporting infrastructure.	19 March 2013	<p>September 2012 – Placemaking meeting to take place at which the Landowners are to offer a presentation on the Draft Framework Plan.</p> <p>October 2012 – Executive Member and Director of Sustainable Communities to sign off the Draft Framework Plan for the purposes of public consultation.</p> <p>October 2012 – A 7 week public consultation to begin that will include a 2 day public exhibition event. Consultation with residents, councillors and statutory consultees. Consultation will be conducted using letters, emails, the Council’s consultation services, including Central Bedfordshire Council updates and the Member’s bulletin.</p> <p>February 2013 – A presentation on the Framework Plan (together with consultation responses) will be given to the Sustainable Communities Overview and Scrutiny Committee seeking Members to endorse it before the Executive take a decision.</p>	Framework Plan and the Framework Plan supplementary written document	<p>Executive Member for Sustainable Communities - Strategic Planning and Economic Development</p> <p>Comments by 18/02/13 to Contact Officer:</p> <p>Mark Saccoccio, Local Planning and Housing Team Leader</p> <p>Email: mark.saccoccio@centralbedfordshire.gov.uk</p> <p>Tel: 0300 300 5510</p>

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
22.	Local Area Transport Plans -	To endorse the third round of Local Area Transport Plans (LATP) (covering Potton, Chiltern, Haynes and Old Warden) and which form part of the Local Transport Plan adopted in April 2011, together with endorsement of updates to the Arlesey and Stotfold and Biggleswade and Sandy LATPs that formed part of the first round of plans.	19 March 2013	Public consultation between 1 August 2012 – 23 November 2012.	Report	Executive Member for Sustainable Communities - Services Comments by 18/02/13 to Contact Officer: Ben King, Principal Transport Planner - Transport Strategy Team Email: ben.king@centralbedfordshire.gov.uk Tel: 0300 300 4824
23.	Draft Supplementary Planning Document : Wind Turbine Development in Central Bedfordshire -	To adopt the guidance for development management purposes.	19 March 2013	Public consultation due to take place in January 2013.	Report	Executive Member for Sustainable Communities - Services Comments by 18/02/13 to Contact Officer: Sue Frost, Senior Planning Officer Email: sue.frost@centralbedfordshire.gov.uk Tel: 0300 300 4952

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
24.	Central Heating Installations Contract District Wide -	To award the contract to the preferred contractor for the central heating installations contract district wide for 2013 to 2016 to council housing properties.	7 May 2013		Report	Executive Member for Social Care, Health and Housing Comments by 06/04/13 to Contact Officer: Peter Joslin, Housing Asset Manager or Basil Quinn, Housing Asset Manager Performance Email: peter.joslin@centralbedfordshire.gov.uk Tel: 0300 300 5395 or basil.quinn@centralbedfordshire.gov.uk Tel: 0300 300 5118
25.	Revenue and Capital Provisional Outturn 2012/13 -	To consider the revenue and capital provisional outturn 2012/13.	25 June 2013		Reports	Deputy Leader and Executive Member for Corporate Resources Comments by 24/05/13 to Contact Officer: Charles Warboys, Chief Finance Officer Email: charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
26.	Central Bedfordshire's Flood and Water Management Act 2010 Duties -	To approve a local flood risk strategy for Central Bedfordshire and to create a Sustainable Urban Drainage Advisory Board.	September 2013	<p>CBC is required under the Flood and Water Management Act 2010 to produce a Local Flood Risk Management Strategy. The draft strategy will be subject to public consultation. Sustainable Communities Overview and Scrutiny Committee will consider the draft strategy and the public consultation response to the strategy in August/September 2013.</p> <p>Following Department for Environment, Food and Rural Affairs confirmation of the mandatory sustainable drainage application processes, CBC will also be required to establish a SUDS Approval Board to evaluate, approve and adopt suitable SUDS measures for all new developments.</p>	Summary of Flood and Water Management Act Draft Local Flood Risk Management Strategy	<p>Executive Member for Sustainable Communities - Services Iain Finnigan, Senior Engineer - Policy and Flood Risk Management Email: iain.finnigan@centralbedfordshire.gov.uk Tel: 0300 300 4351</p>

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
NON KEY DECISIONS						
27.	Draft Revenue and Capital Budget 2013/14 -	To consider the first draft of the revenue budget for 2013/14.	8 January 2013		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 07/12/12 to Contact Officer: Chief Finance Officer Email: charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147
28.	Draft Budget Report for the Housing Revenue Account (Landlord Service) Business Plan. -	To consider the draft budget report for the Housing Revenue Account (Landlord Service) Business Plan.	8 January 2013		Report	Deputy Leader and Executive Member for Corporate Resources, Executive Member for Social Care, Health and Housing Comments by 07/12/13 to Contact Officer: Tony Keaveney, Assistant Director Housing Services or Charles Warboys, Chief Finance Officer Email: tony.keaveney@centralbedfordshire.gov.uk Tel: 0300 300 5210 or charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
29.	Community Safety Partnership Plan and Priorities 2013 - 2014 -	To recommend to Council to approve the Community Safety Partnership Plan and Priorities 2013 - 2014	8 January 2013	Strategic Assessment & Partnership Plan will be considered by the Community Safety Partnership Executive, the relevant Overview and Scrutiny Committee and the Local Strategic Partnership.	Strategic Assessment Priorities & Community Safety Partnership Plan 2013-2014	Executive Member for Sustainable Communities - Services Comments by 07/12/12 to Contact Officer: Joy Craven, CSP Manager Email: joy.craven@centralbedfordshire.gov.uk Tel: 0300 300 4649
30.	Treasury Management Policy and the Treasury Management Strategy -	To recommend to Council the adoption of the Treasury Management Policy and the Treasury Management Strategy.	8 January 2013	The draft strategy will be considered by Corporate Resources Overview and Scrutiny Committee on 18 December 2012.	Report	Deputy Leader and Executive Member for Corporate Resources Comments by 07/12/12 to Contact Officer: Chief Finance Officer Email: charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147
31.	Localisation of Council Tax Support Scheme -	To recommend to Council the approval of the Localisation of the Council Tax Support Scheme.	8 January 2013		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 07/12/12 to Contact Officer: Charles Warboys, Chief Finance Officer Email: charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
32.	Housing Revenue Account 2013/14 -	To recommend to Council the Housing Revenue Account budget 2013/14 for approval.	5 February 2013		Report	Deputy Leader and Executive Member for Corporate Resources, Director of Social Care, Health and Housing Comments by 04/01/13 to Contact Officer: Chief Finance Officer or Tony Keaveney, Assistant Director Housing Services Email: charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147 or tony.keaveney@centralbedfordshire.gov.uk Tel: 0300 300 5210
33.	Budget 2013/14 and Medium Term Financial Plan -	To recommend to Council the proposed budget for 2013/14: <ul style="list-style-type: none"> • Revenue budget • Capital budget • Fees and Charges 	5 February 2013	Draft budget proposals have been considered by Overview and Scrutiny Committees.	Report	Deputy Leader and Executive Member for Corporate Resources Comments by 04/01/13 to Contact Officer: Chief Finance Officer Email: charles.warboys@centralbedfordshire.gov.uk Tel: 0300 300 6147

Ref No.	Issue for Key Decision by the Executive	Intended Decision	Indicative Meeting Date	Consultees and Date/Method	Documents which may be considered	Portfolio Holder and Contact officer (method of comment and closing date)
34.	Quarter 3 Performance Report -	To consider quarter 3 performance report.	19 March 2013		Report	Deputy Leader and Executive Member for Corporate Resources Comments by 18/02/13 to Contact Officer: Elaine Malarky, Head of Programmes & Performance Management Email: elaine.malarky@centralbedfordshire.gov.uk Tel: 0300 300 5517
35.	Minerals and Waste Core Strategy -	To recommend to Council the adoption of the Minerals and Waste Core Strategy.	7 May 2013	A wide range of stakeholders were involved in consultations undertaken from 2006 to 2012, using methods which include an internet portal, deposit of hard copies at points of presence, and displaying the Core Strategy on the Council website. Consultees included the Parish Councils, statutory bodies, special interest groups, minerals industry, waste management industry, and individuals who had expressed an interest at previous consultations.	Minerals and Waste Core Strategy and the Inspector's report following the Examination in public.	Executive Member for Sustainable Communities - Strategic Planning and Economic Development Comments by 06/04/12 to Contact Officer: Roy Romans, Minerals and Waste Team Leader Email: roy.romans@centralbedfordshire.gov.uk Tel: 0300 300 6039

Postal address for Contact Officers: Central Bedfordshire Council, Priory House, Monks Walk, Chicksands, Shefford SG17 5TQ

**Central Bedfordshire Council
Forward Plan of Decisions on Key Issues**

For the Municipal Year 2012/13 the Forward Plan will be published on the thirtieth day of each month or, where the thirtieth day is not a working day, the working day immediately proceeding the thirtieth day, or in February 2013 when the plan will be published on the twenty-eighth day:

Date of Publication	Period of Plan
13.04.12	1 May 2012 – 30 April 2013
15.05.12	1 June 2012 – 31 May 2013
15.06.12	1 July 2012 – 30 June 2013
13.07.12	1 August 2012 – 31 July 2013
15.08.12	1 September 2012 – 31 August 2013
14.09.12	1 October 2012 – 30 September 2013
05.10.12	1 November 2012 – 31 October 2013
30.10.12	1 December 2012 – 30 November 2013
30.11.12	1 January 2013 – 31 December 2013
28.12.12	1 February 2013 – 31 January 2014
30.01.13	1 March 2013 – 28 February 2014
28.02.13	1 April 2013 – 31 March 2014

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